SSD SUPPORT SOLUTIONS

bizhub 751 - ALL ACTIVE SOLUTIONS

March 2011

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Solution ID TAUS1002353EN* **Solution Usage**

Description

Abnormal noise and waste toner is not being recycled in the cleaning unit.

Solution

CAUSE: The Toner Collecting Gear/2 (46T)is worn and causing loss of drive to the cleaning unit.
Note : The Recycle Clutch Connecting Gear Assembly and/or the Cleaner Clutch (CL14) have been replaced.

SOLUTION: Replace the Toner Collecting Gear/2 (p/n 56AA 7707 0).
SPECIAL NOTE : Solution contribution by Stephen Unsworth, KMBS/Tampa

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Solution ID TAUS0647541EN* **Solution Usage** 24

Description

C-B003 (CB003) code.

Solution

PROBABLE CAUSES:
1. The fax board is installed in the incorrect slot.
Install the fax board in the rearmost slot.

2. The Fax (Sub) was set to SET at installation.
Change the Fax (Sub) to Unset in Service Mode by performing the following:
a. Access the Service Mode.
b. Select the Option Board Status.
c. Select UNSET of Fax (Sub).
d. Select End and Exit to return to copy screen.

3. The FK-502 board is not seated properly.
Remove and reseat the fax board.

bizhub C451/C550/C650
4. Poor connection between the Fax board and the PCI board.
Ensure the connection between the Fax board and PCI board is secure.
Note : Pleasereference the attached "Fax Board Error" documentwhen checking the connection between the Fax board and PCI board.

5. The mounting brace for the PCI interface board into whichthe FK-502connectshas been pushed back, not making a complete connection.
Note : C-B016 code may also be indicated.
Reform the mounting brace for the PCI interface board and ensure that the FK-502 is properly seated intothe connection.If the problem persists initialize the Fax board
(Service Mode ? Fax ? Initialization).

6. Fax misconfiguration. The fax option isenabled when there is no fax kit installed.
Disablethe fax option:
a. Enter the Service mode.
b. Select System 2.
c. Select option Board Status.
d. Check that Fax Circuit 1 and Circuit 2 are set to UNSET.
e. Touch End andback out of Service mode.
f. Power cycle the machine using the main power switch.

bizhub C452/C552/C652
7. Damaged PCI board (PWB-PCI). The IC1 pin (soldered legs) on the PCI board is damaged and then short-circuited. (see attached documentation and associated Bulletin Number 7660for details)
Replace the PCI board (p/n A0P0 H026 01).

bizhub C220/C280/C360/C452/C552/C652
8. The fax PWB was installed in the incorrect slot.
When installing the fax PWB, it should be in the left slot when viewed from the right side of the MFP. That slot is labeled "1" in the attached image. If the dual line kit is to be installed, that PWB would be installed in the right slot. That slot is labeled "2" in the attached Fax Install photo.

bizhub C351/C450
9. PWB-PCI board (p/n 4037 0141 03) is damaged during installation. If the PWB-PCI board is inserted into the middle slot instead of the rear slot, or if the board is mishandled, damage to the board may occur.
Notes :
a.Damage may be caused by scratching the board with Board Guide when installing PWB-PCI and Board Guide.
b. C-B001 may also be indicated and it is impossible to send/receive a fax.
Replace PWB-PCI (a part of MK-703 used for connection with optional board) taking care not to scratch or damage the board. Please refer to attached documentation for details.

bizhub C250
10. Power supply (PU1) problem.
Replace the DC power supply(p/n 4038 6201 02).

bizhub 600/750/601/751
11. The FK-502 was not deinstalled in Tech Rep mode SYSTEM 2 when removed.
Uninstall the FK-502 in Tech Rep mode by performing the following procedure:
a. Power OFF the machine with the main power switch.
b. Press and hold the Utility Key and power ON the machine. Hold the Utility key until the Konica Minolta logo appears and or Trouble reset.
c. Press Trouble Reset and enter Stop 0, 0 Stop, 0, 1. Press System 2 and then FAX.
d. Select Fax Not Installed.

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bizhub 361/421/501
12. FK-502 firmware is below version 10.
Please install FK-502 version 10 firmware or above to prevent the intermittent display of a C-B003.The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

bizhub 360/420/500/361/421/501
13. Internal softwarefor the circuit board of ML-503 (FAX multi-line kit) has been changed for bizhub 501/421/361. When using the previous ML-503 (before the modification), the FK-502 might not recognize the ML-503.
Use the modified ML-503 whichcan be used for bizhub 501/421/361 and bizhub 500/420/360. The modified ML-503 has a yellow tag seal on the side of the box as shown.

Please refer to attached documentation for ML-503 installation procedure.

14. The machine may display a C-B003 after the ML-503 is installed if the switch on the second fax kit has not been set to Line 2.
Please confirm SW2 on the second FK-502 is set to Line 2. Refer to the attached ML-503 InstallationManual providing the location of SW2 (page E-2).

bizhub 360/420/500
15. Problem withoptional HDD if the fax option is also installed.
To correct, please perform the following:
a.Enter the Service mode and set thefax unit to "Uninstalled."(Service Mode ? System 2 ? Option ? Fax#1)
b. Power down machine and unplug.Disconnect thefax unit.
c.Perform the HDD setup described on pages E-2 and E-3 of the HD-505 Installation Manual.
d. If the setup is unsuccessful, replace the HD-505 (Item #16GA).
e. PowerOFF the machine.
f. Install the Fax unit.
g. Power onthe machineand set the fax unit to "Installed." (Service Mode ? System 2 ? Option ? Fax#1)
h.If necessary,initialize the fax unit. (Service Mode ? Fax ? Initialization ? Fax Function Parameters)
Note : Please refer to attached HD-505 Installation Manual.To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution byDavid Hansen, KMBS/Seattle; Cesar Jimenez/Gary Scimeca/Ian Lynch, Production Print/SSD; Dave Bruni/Bill Hall/David Silverstein/John Miller/Jim Behrends, Workgroup/SSD and KMBT (Japan)

Solution ID TAUS0900085EN* **Solution Usage** 15

Description
Unable to scan to E-mail using a Microsoft® Exchange Server 2007.

Solution
CAUSE:The Microsoft® Exchange Server is not set up correctly.

SOLUTION:Please use the attached settings to set up scan to E-mail on the Microsoft® Exchange Server 2007. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

CAUTION : The following instructions to create an Anonymous SMTP Receive Connector are not to be attempted by a technician. They are provided only for use by an experienced Microsoft Exchange 2007 Administrator, as failure to follow these instructions in any way may have a detrimental effect on E-mail flow in Exchange 2007. The instructions provided have been tested numerous times and are known to work. They are currently in production use in-house at Konica Minolta and several customer environments.
SPECIAL NOTE : Solution contribution byIan Lynch/Mark D'Attilio, Production Print/SSD and Jim DiSarro/Jim Behrends, Workgroup/SSD

Solution ID TAUS1001833EN* **Solution Usage** 4

Description
When attempting to print a Configuration page the machine locks up and must be rebooted to recover.Print jobs do not print and the Data light does not turn on.However, the machine does respond to PING.

Solution
CAUSE:Corruption of the CF card.

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SOLUTION:Delete the files from the CF card and write thebase level 10 files directly tothe card.Only delete the files from the CF card and copy the new files from the Base firmware download to it. This will recover the machine.
IMPORTANT : Change the administrator password before upgrading firmware beyond the base level.To do this, perform the following:
1. Enter Service Mode.
2. Press Stop,0, Clear on the 10-key pad of the control panel.
3. Touch Administrator Password.
4. Enter the administrator password.
5. Touch End.
From this point, flash the machine as normal to the latest firmware version. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
If the problem is not resolved, please replace the CF card (p/n A0PN R722 00).
IMPORTANT : DO NOT FORMAT THE CF CARD as this willrender the card unreadable.
Note : There is a different part number for the bizhub 601/751 CF card if version 20 firmware or later is installed. (p/n A0PN R722 11)
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS1000835EN* **Solution Usage** 3

Description
"Device not supported" message when trying to initiate scanning.

Solution
CAUSE: A different driver needs to be used.

SOLUTION: Install the Real-Time NonGUI TWAIN special driver is to support these models.
This driver adds the support for:
C552DS/C652DS
C452/C552/C652: Ver.90
C220/C280/C360: Ver.88
601/751: Ver.20
223/283/363/423

NOTE: The driver can be downloaded at ftp://special:12345@onyxftp.mykonicaminolta.com/twain/KMRMTW_Ver3.1.2.26_NoGUI.zip

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS

Solution ID TAUS0653260EN* **Solution Usage** 2

Description
After installing the IC-203, printing over the network is not possible and the controller Configuration pagewill not print.

Solution
CAUSE: The IC-203 hard drive requires format upon initial installation.

SOLUTION: To format the IC-203 hard drive, perform the following:
1. Enter Tech Rep Mode.
2. Enter CE Password, as required.
3. Press [IP Hard Disk Format].
4. Select [ALL].
5. Select YES to [Execute Format].
6. Exit Tech Rep Mode.
Note :Controller settings are reverted back to factory default.

Solution ID TAUS0900666EN* **Solution Usage** 2

Description
No print button. Print button missing in Admin mode.

Solution
CAUSE: IC208 was not installed. This is an Option.

SOLUTION: Install the IC208 chip (Item #A0P90Y1)

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD

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Solution ID TAUS0901613EN* **Solution Usage** 2

Description

Select job cannot be deleted when deleting a job from the job list. Deletion rights not granted. User authentication is enabled on the machine.

Solution

PROBABLE CAUSES:
1. This is normal for when User Authentication is enabled. User that is trying to delete the job is either not logged in or a different user then the sender. Log into the machine if you are the sender before selecting the job to delete. Users only have rights to delete their own jobs.

2. Access to Jobs setting is incorrect.
Please change the following setting:
a. Enter Admin mode.
b. Select Restrict User Access.
c. Select Delete Other User Jobs.
d. Set to Allow.
SPECIAL NOTE : Solution contribution by Jim Behrends, Workgroup/SSD and Clinton Marquardt, ESS

Solution ID TAUS1002004EN* **Solution Usage** 2

Description

Job deleted due insufficient memory when scanning to PC or E-mail.

Solution

CAUSE: Corrupt CF card programming.

SOLUTION:To restore the CF card:
1. The CF card should be backed up to a folder on your computer using copy and paste.
2. Download the attached recovery firmware and extract it to a folder.
3. Remove any files remaining on the CF cards using delete command.
4. Copy the recovery firmware to the CF card.
5. Check all programming like serial numbers and TCP/IP addresses.
6. Update firmware as needed using normal methods. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
IMPORTANT : DO NOT FORMAT THE CF CARD as this willrender the card unreadable.
Note : This procedure is performed using a computer and a card reader.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0808034EN* **Solution Usage** 1

Description

How to create a Group One-Touch.

Solution

Follow this procedure to set up a Group One-Touch.
1. Press the Utility/Counter button.
2. Select Administrator Settings.
3. Enter the password: 12345678; then press OK.
4. Select One-Touch/User Box Registration.
5. Select Create One-Touch Destination.
6. Select Group.
7. Select New.
8. Enter the Registation Namefor the Address Book (up to 24 charteres).
9. Select Group.
10. Select a destination type.

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11. Select the destination(s) to be registered in the group.

For further information refer to the attached file.
Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by Marge McLea, QC/SSD and Ron Reed, SME/SSD

Solution ID TAUS0900943EN* **Solution Usage** 1

Description
No Address Found when performing LDAP search to Netware server

Solution
CAUSE:The attribute "statusMember"on the Novel LDAP server was missing or bad.

SOLUTION:Using iManager, under LDAP,find the attribute"statusMember"and map the attributeStatusMember to member:x-status. Click OK.The names should start to be pulled in the LDAP search.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0902478EN* **Solution Usage** 1

Description
FK-502, when using LDAP search, default display is changed to E-mail addresses from fax numbers.

Solution

CAUSE:Firmware update is required.

SOLUTION: Please install Special firmware version GU1-19. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Note : Pleaseread attached Release Notes prior to firmware installation.To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Craig Blyther, ESS

Solution ID TAUS1000198EN* **Solution Usage** 1

Description
Forward TX error when scanning to E-mail.

Solution
CAUSE:SMTP Authentication has been set toON atthe machine, but it is not requiredfor the customer's network.

SOLUTION:SMTP Authentication can be turnedOFF using the following steps:
1. Enter the Administrator Mode.
2. Select Network.
3. Select E-Mail Setting.
4. Select E-Mail TX SMTP.
5. Choose Detail Setting.
6. Set SMTP Authentication to OFF.
7. Exit the Administrator Mode.

SPECIAL NOTE : Solution contribution by Dave Bruni and Jim Behrends, Workgroup/SSD

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Solution ID TAUS1001622EN* **Solution Usage** 1

Description
Fax transmit is timing out and going to a redial state before the fax is done transferring.

Solution
CAUSE: Incorrect settings.

SOLUTION: Lower the baud rate of the machine to the slowest speed (i.e., 2400). After the problem is resolved, slowly bring the speed back up until the fax fails to provide the fastest speed possible. To set the max speed:
1. Access Service Mode.
2.Select FAX.
3. Select V34: ½ TX Max Speed.
4. Set the TX speed to 2400.
SPECIAL NOTE : Solution contribution by Randy Marquardt, Workgroup/SSD

Solution ID TAUS1002214EN* **Solution Usage** 1

Description
Scan-to-SMB is not working in a domain environment. The machine errors out with login errors.

Solution
CAUSE: Domain settings are not configured on the machine.

SOLUTION: Make sure that the network domain name is entered into the machine. Also, if the domain name is entered into the machine, do not use the domain name in the username.
SPECIAL NOTE : Solution contribution by Randy Marquardt, Workgroup/SSD

Solution ID TAUS1002390EN* **Solution Usage** 1

Description
Scan to SMB function to a Distributed File System (DFS) fails.

Solution
CAUSE: The Scan-to-SMB function for aDFS (Distributed File System) share was not enabled on this model.

SOLUTION: Install the special firmware noted below, and set the specified DIP switch.

bizhub 601/751version GUD-20 -set DIPSW 41-2 bit 1 to ON (0x02)

bizhub 361/421/501version GWL-21 -set DIPSW 31-2 bit 1 to ON (0x02)
Note : Thefirmware is available for download via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS0902105EN* **Solution Usage** 0

Description
How to determine the print data stream of a spool file

Solution
To determine the print stream that a spool file has been created in, use the following command:

wrkoutq

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1. On the resulting screen, locate the queue that contains the spool file. Useoption 5 to display the spool files.

2.On the resulting list, enter option 8 besides the desired spool file.

The attributes for the spool file will be displayed. Page down to the next screen and locate Printer device type. To the right, you will see the data stream type: *SCS, *IPDS *AFPDS,*USERASCII, or others.

This information is important to determine which print server to use in orderto print the spool file.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS1001659EN* **Solution Usage** 0

Description

T-00 (T00)is indicated when attempting to transmit a fax. Fax transmission fails.

Solution

CAUSE:The dialing method is set to pulse dialing (20pps or 10pps).

SOLUTION:Change the dialing method to PB:
1. Enter the Administrator mode.
2. Select Fax settings.
3. Select Line Parameter settings.
4. Select Dialing Method.
5. Set the Dialing Method to PB and exit the Administrator mode.

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS1002011EN* **Solution Usage** 0

Description

Cannot print or browse to the PageScope Web Connection. The machine can be PINGed.

Solution

CAUSE: The Hard Disk Drive (HDD) is corrupt.

SOLUTION: Format the HDD using a logical format and if necessary replace it.

HD-501 (p/n 9J06 M705 00)
HD-503 (Item #15NL)
HD-508 (Item #A0DDWY0)
HD-509 (Item #7640008435)
HD-510 (Item #A0P7WY1)
HD-515 - Optional Hard Disk Drivefor bizhub C220 (Item #A11CWY1) and standard Hard Disk Drive for bizhub C280/C360 (p/n A0ED M720 00)
HD-516 - Optional Hard Disk Drivefor bizhub 223/283 (Item #A2ACWY1) and standard Hard Disk Drive for bizhub 363/423 (p/n A0ED M720 00)

SPECIAL NOTE : Solution contribution by Randy Marquardt, Workgroup/SSD

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Solution ID TAUS0900125EN* **Solution Usage**

Description

FK-502, R40 error during communication with CS Remote Care.

Solution

CAUSE: Faxcontroller bug.

SOLUTION: Please installfax controllerBase firmwareversion G02-12-000 or later.The latest version of firmware andsystem software is also available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0901499EN* **Solution Usage**

Description

Error code C-B182. Outgoing image block error (requires restore).

Solution

CAUSE: FK-502 fax kit failure.

SOLUTION: First, go into service mode and select fax/initialization/fax function parameter and press start. At this point, reset main power switch and see if code is gone. If code reappears, The FK-502 fax kit must be replaced. (p/n 15LB).

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

```
note =
'C451/C550/C650%3A%20Adds%20fax%20functionalty%20to%20device.%20No%20Mount%20Kits%20required.%20600/601/750/751%3A%20Required%20for%202nd%20fax%20line%20capability.%20C552/C652%3A%20Required%20to%20add%20second%20fax%20line.%20Must%20add%20fax%20kit%20for%20first%20fax%20line.%20MK-720%20bundled%20with%20C652/C552%20fax%20kit%20offers%20connection%20for%20single%20and%20dual%20line%20fax.';
if (note != ''){
    ArrNotes[x] = note;
    x++;
    window.document.write(" " + x + " ");
}
```

Solution ID TAUS0902874EN* **Solution Usage**

Description

Printing does not work after installing the IC-208 controller chip.

Solution

CAUSE:TheMFP HDD (HD-510) is not formatted.

SOLUTION:Format the HDD.To format the Hard Disk Drive, perform the following:
1. Enter the Service mode.
2. Select State Confirmation.
3. Select Memory/HDD Adjustment.
4. Select HDD Format.
5. Select All and press the Yes button.
6. Wait until the machine indicates that formatting is completed and turn the main power OFF.

Note :Make sure IC-208 is installed in the lower socket with the notch to the left, when standing behind the unit.Please refer to attached IC-208 Installation Manual. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

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Solution ID TAUS0902939EN* **Solution Usage**

Description

Fax transmission time for one page document is slow.

Solution

CAUSE: Incorrect switch settings.

SOLUTION: Set fax parameter switch 00b0004 switch 5 to "on" for quick memory transmission.

SPECIAL NOTE: Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID TAUS1000189EN* **Solution Usage**

Description

Performing LDAP search for email addresses via Netware

Solution

Cause:Curently LDAP search is not supported. This issue has been escalated to Konica Minolta Business Technologies in Japan.

KMBS/SSD is working with our partners in support in Japan to obtain a resolution for this issue as quickly as possible.

Note: If viewing this solution via the web, please establish a ticket via either the web or by calling the SSD hotline center at 1-800-825-5664. Once a ticket has been established an E-mail will be sent when the solution is updated. For phone advisors, please attach to this solution for an automatic email that will be sent to the technician when this solution is updated. End the call with call code "escalated to Japan".

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS

Solution ID TAUS1000501EN* **Solution Usage**

Description

Customer policy requires administrator passwords to be 16 characters.

Solution

CAUSE: Firmware needs to be updated.

SOLUTION:Download and install thefollowing firmware to allowthe administrator password to be extended to16 characters.

After installing it, setDIP switch 10-4 to"1" to extend the number of digits for administrator password to 12-16.

MFP Version Full Version name Filename
bizhub 501GW2-20 A0R50Y0-0100-GW2-20 501us_m1g2000w2.exe

bizhub 421 GW2-20 A0R60Y0-0100-GW2-20421us_m1g2000w2.exe

bizhub 361 GW2-20 A0R70Y0-0100-GW2-20 361us_m1g2000w2.exe

bizhub 751/601 GUE-19 A0PN0Y0-0100-GUE-19 751_601us_m1g1900ue.exe

Note: The new firmwareis available for download via the Konica Minolta Download Selector:
1. Login in via www.mykonicaminolta.com
2. Select the "Service" link located on the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located on the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS

Solution ID TAUS1001396EN* **Solution Usage**

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Description

Fax TX function hangs up. Fax RX is OK, but it never completes when attempting to transmit.

Solution

CAUSE: HDD failure

SOLUTION: Format the HDD by performing the following:
1. Enter the service mode.
2. Select State Confirmation.
3. Select Memory/HDD Adjustment.
4. Select HDD Format.
5. Select Erase Mode and Yes.

Special note: Solution contributed by Tony Seifert, Lincoln Office Equipment, SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS1001505EN* **Solution Usage**

Description

The machine will spool very slowly when printing from a Macintosh®. Printing from Microsoft® Windows PCs are fine.

Solution

CAUSE: The HDD has become corrupt.

SOLUTION: Format the HDD and replace it if necessary.

HARD DRIVE ITEM / PARTNUMBERS

bizhub C250/C250P/C252/C252P/C300/C350/C351/C352/C352P/C450/C450P
HD-501 , p/n 9J06 M705 00

bizhub C203/C253/C353/C451/C550/C650
p/n A00J M723 00

bizhub 600/750
HD-503 , Item #15NL

bizhub 200/250/350/222/282/362
HD-504 , Item #4599461

bizhub 360/420/500
HD-505 , Item #16GA

bizhub C353P
HD-508 ,Item #A0DDWY0 or p/n A00J M723 00

bizhub 361/421/501
HD-509 , Item #7640008435

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bizhub 601/751
HD-510 , Item #A0P7WY1

bizhub C220 * /C280/C360/C452/C552/C652/C552DS/C652DS
p/n A0ED M720 00
* HD-515 , Item #A11CWY1 for bizhub C220 (optional)

bizhub 223 * /283 * /363/423
p/n A0ED M720 00 for bizhub 363/423 (standard)
* HD-516 ,Item #A2ACWY1 for bizhub 223/283 (optional)
SPECIAL NOTE : Solution contribution by Randy Marquardt, Workgroup/SSD

Solution ID TAUS1002475EN* **Solution Usage**

Description

When printing to an MFP managed by PageScope Authentication Manageror to onethat has User Authentication enabled, it is necessary to enter a username and password at the MFP to release the print job even though “ID Print” is not enabled in the driver.

Solution

CAUSE: On the MFP, if ID&Print is set to "ON",it will override the settings configured through the driver.

SOLUTION: If ID&Print functionality is not desired on the MFP, set it to "OFF". Navigate to Utility a Administrator Settings a User Authentication/Account Track a User Authentication Settings a Administrative Settings a ID&Print a Settings a ID&Print.
After this value is set to "OFF", print jobs will proceed according to the Output Method set in printer driver.
SPECIAL NOTE : Solution contribution by Mark Kemp, ESS

Solution ID TAUS1100275EN* **Solution Usage**

Description

FK-502, T28 error when sending a FAX job with ECM after performing Signal Receive Test.

Solution

CAUSE: Firmware update required.

SOLUTION: Please install attached FK-502 firmware for the referenced MFPs. The latest version firmware or system software is also available via the Konica Minolta Download Selector.
Note : The attached ZIP files contain the firmware files and Program Release Information files (PDF). To open the ZIP files WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/downwz.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.
To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

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Solution ID TAUS1100276EN* **Solution Usage**

Description

FK-502, R29 or R76 error when receiving a V.34 RX job in a VoIP line environment.

Solution

CAUSE: Firmware update required.

SOLUTION: Please install attached FK-502 firmware for the referenced MFPs. The latest version firmware or system software is also available via the Konica Minolta Download Selector.
Note : The attached ZIP files contain the firmware files and Program Release Information files (PDF). To open the ZIP files WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/downwz.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.
To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

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Solution ID TAUS0701988EN* **Solution Usage** 3

Description
Intermittent diagonal lines on copies.

Solution
CAUSE:Failed cleaner clutch.

SOLUTION: Replace the cleaner clutch in the drum cartridgeunit assembly (p/n 56AA82022).

Solution ID TAUS0701149EN* **Solution Usage** 2

Description
Dirty copies. The fixing cleaning web is not advancing.

Solution
CAUSE:The fixing unit web solenoid is not activating even though the solenoid operates in diagnostics. The fixing unit cleaning web counter was not reset after replacement.

SOLUTION: To reset the cleaning web counter, perform the following:
1. Enter the Tech Rep mode.
2. Select Counter.
3. Select Present Parts Life.
4. Select Fixing Web Cleaner and press Clear.

SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS1001616EN* **Solution Usage** 1

Description
Intermittent C-2804 code with toner on copies/prints.

Solution
CAUSE: The machine is overheating due to a blockage in the ductwork for Cooling fan/1 (FM1).

SOLUTION: Please inspect the ductwork for FM1 cooling fan and clear any blockages. The Ozone filter may need replacing (p/n 57AA 1059 0 for bizhub 600/750 and p/n A0PN 1008 00 for bizhub 601/751). Allow the machine to cool for an hour and then run it to see if the code reoccurs.
Note : Ensure that any DIP switch that may have been adjusted to compensate for the toner dumping is set to the original (usually default) setting. If not, over time, the image may develop a light print density problem. Some DIP switches to check might be DIPSW 5, DIPSW 8 and DIPSW 23.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0900158EN* **Solution Usage** 0

Description
Marks on copies; "dirty" copies.

Solution
CAUSE:Cleaning web is not advancing. The solenoid was tested in I/O mode and is working correctly.

SOLUTION: The parts counter for the cleaniing web must be reset in order for the new roll of web to advance.
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

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Solution ID TAUS1000933EN* **Solution Usage**

Description

When viewingthumbnails in the User Box on PageScope Light, the imagesare distorted.

Solution

CAUSE:Firmware update required.

SOLUTION: Please install firmware version G00-20. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Craig Blyther, ESS

Solution ID TAUS1002446EN* **Solution Usage**

Description

Blank print outputwith developer onpages. No codes on startup or during normal operation.

Solution

CAUSE:Developer spewing and adhering to the drum. Developing unit almost depleted of developer and much of it has dumped in the T/S section or recycler.This has probably contributed to a failed HV board (High Voltage Power Source)and/or PRCB (Printer Control Unit).

SOLUTION: Clean the drum area of developer. Replace the HV board (p/n 56AA 8401 2).
Also, verify if the PRCB has failed. If there is 5V DC during full cyle operation at CN217, pin B5 (low rtn to HV board), and if reading is 0V DC at ICP13, continuity is good and the PRCB must also be replaced (p/n 57AA -902 1J). Replace developer.
Note :InspectDR blade, collecting roller andfuser components asthese have likely all been contaminated with developer.Replace any additional parts as needed.
SPECIAL NOTE : Solution contribution by Terence Farmer, KMBS/Ann Arbor and John Miller, Workgroup/SSD

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Solution ID TAUS1002380EN* **Solution Usage** 4

Description

Incorrect image rotation of prints after updating to Macintosh® OS 10.6.5.(image outputs as portrait direction on landscape sheet)
This issue may only occurwith Adobe® applications, especially InDesign®, but can occurwith any application.

Solution

CAUSE:The Macintosh® OS 10.6.5 update modifies the CUPS filter. Thisis an industry-wide issue and is notrelated to any issues with Konica Minolta drivers and/or software.

SOLUTION: Apple® has identified the root cause of the issuewhichis resolvedwith the version 10.6.6 update. Please update to Macintosh® OS 10.6.6.
Note : To viewa PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0901715EN* **Solution Usage**

Description

What can cause the output image appear skewed when feeding from the DF-604/DF-614?

Solution

Animagethatappearsskewed, only when feeding from the DF-604/DF-614, can be caused"electronically" by a failed Original Skew Sensor(PS307). Please replacePS307 (p/n 13QA 8551 1).
SPECIAL NOTE : Solution contribution by Dave Bruni and John Miller, Workgroup/SSD

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Solution ID TAUS0802584EN* **Solution Usage** 0

Description

When printing 3-D or MaxiCode barcodes from AS/400® or mainframe, the job does not print correctly.

Solution

CAUSE: There are too many variables for the HPT on a HOST system to correctly image a UPS shipping ticket and 3-D MaxiCode barcode.

SOLUTION: Use a LinkCom™ III with the following configuration:

The configuration can be set up using PrintGuide™.

Set up the LinkCom™ III to support IP40 emulation and install the IP40 font set.

Under the IPDS tab select the following settings.
- Postscript
- Edge-to-Edge is on
- Report Margins to system is on
- 37 code page
- IP40 emulation
- 600dpi
- VPA is set to Physical

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

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Solution ID TAUS0657847EN* **Solution Usage** 26

Description
Corner(s) at leading edge of papersoiled black.

Solution
PROBABLE CAUSES:
1. Toner density is high.
Check the developing magnet angle again and adjust it if necessary, referencing the attached Bulletin(Bulletin 5405). Clean the toner recycle section, drum peripherals and paper feed path.
Notes :
a. If gray background is also occurring:

Changedipswitch 23-2 and 23-3 from 0 to 1.This decreases toner density by 1.5%.
Outputtest pattern No.12 on A3 in duplex mode (25 to 30 sheets).
b. If the problem persists,changedipswitch 5-0 from 0 to 1.This decreases the toner density even further.However, it also decreases the image density.Do not perform this for users who wish darker images.
c. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

2. Papergeneratesexcessive paper dust.
Clean the paper dust removal brush.Use a different brand of paper (low dust).

SPECIAL NOTE : Solution contribution by Chuck Tripp and Jim Behrends, Production Print/SSD

Solution ID TAUS0654117EN* **Solution Usage** 6

Description
Light copies/prints due to no toner addition during operation.

Solution
CAUSE: Incorrect software dipswitch setting preventing toner addition during operation.

SOLUTION: Insure that software switch 27-2 is set to OFF. Perform the following:
1. Press Utility/Counter key
2. Touch Details on the left side of the screen
3. Press Stop, 0, 0, Stop, 0, 1 to access the Tech Rep mode
4. Touch System 2
5. Touch DipSW Settings
6. Access SW 27 Bit no 2
7. Touch OFF (0).

SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0900274EN* **Solution Usage** 1

Description
Gray background after performing a PM.

Solution
CAUSE: Image density control issue.

SOLUTION: Update the Printer controller program toversion 32 or later.The function does not operate properlyif the followingis not performed:
1. Check that DipSW 10-3 is “1”.
2. Replace the Drum and the Developer.
3. Reset the fixed parts counter of the Drum and the Developer to 0.
4. Execute the Maximum density adjustment.
Notes :
a. Please read the attached Release Notes prior to installation of the Printer controller program. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
b. The Printer controller program is attached and can also be downloaded via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

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Solution ID TAUS0901107EN* **Solution Usage** 5

Description
Small size originals are cut off.

Solution
CAUSE: Incorrect settings

SOLUTION:

To correct, perform the following:

1. Press Application.
2. Select Image Adjust.
3. Touch Full Scan.
4. Select Original Size.
5. Touch Custom Size.
6. Set the X and Y according to the size of the small original, using the - and + keys.
7. Press the Ok three times to exit.

SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0901978EN* **Solution Usage** 0

Description
When copying from Tab Paper to Tab Paper the image is partially cut-off. especially when using double lined tabs.

Solution
CAUSE: Certain settings need to be changed.

SOLUTION: This can be corrected by changing the following settings.
1. Change the deletion size of the tab trail edge to 1mm by setting dipswitch 11-2=1.
2. Set the original scan size to "Full Scan" by selecting Application -> Image Adjust -> Full Scan.

SPECIAL NOTE: Solution contribution by Clinton Marquardt, ESS

Solution ID TAUS0902769EN* **Solution Usage**

Description
Lines on mixed original scans when feeding through the DF-604 or DF-614.

Solution
CAUSE:ImproperADFadjustments.

SOLUTION: To resolve this issue, perform the following ADF setting adjustmentin Tech Rep mode:

1. Enter Tech Rep mode (Stop, 0, 0, Stop, 0, Clear).
2. Enter ADF mode.
3. Adjust Paper feed to 100%.
4. Adjust theLead Edge toplus 4. Depending upon the line, it may be necessary to adjust this value up or down if the line is still visible.
5. Perform a mixed original test.
6. Exit Tech Rep mode and test to be sure that the line has disappeared.

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Solution ID TAUS0800104EN* **Solution Usage** 66

Description

FK-502,using VoIP.

Solution

More and more customers are changing their PBX systems from analog or ISDN to VoIP-based PBX systems.
Note : A digital-to-analog converter can be usedand will work, but Konica Minolta will not provide any support if there arephone/fax issues .
Due to the general incompatibility of fax and VoIP,certain settings may not work. The problem is not caused by the Fax Unit, butis caused by:

the general design of VoIP using TCP/IP Packets.
VoIP PBX systems.
the general specification of VoIP and its
* Codecs
* Coding and decoding timings
* Fax fixed timings
* LAN Packet losses
* Quality of Services
* ITU/RFC Specification implementation
* Bugs
* Interpretation of technical terms within the specifications of the ITU-T and RFC documents.

VoIP is still not supported offically by Konica Minolta , but may work in some instances.
Performing these suggested settings may solve the problem.Follow the step-by-step procedures:
From Service Mode :

FAX Settings =>Communication =>Protocolset "ON" for the "V.29 EP Tone" Protocol and set "OFF" for all other faster protocols.
FAX Settings =>Communication =>Others we have set "OFF" for the "ECM Function"
FAX Settings =>Function Parameter =>Address "000e0012 = 01111000 (decimal 78 = 120 sec) for T1 Timer for Calling
FAX Settings =>Function Parameter =>Address "000e0013 = 01111000 (decimal 78 = 120 sec) for T1 Timer for Called
System 2 =>Software Switch =>SoftSwitch 21 Bit 5=1 (HEX 20 = over 4.5 sec) for T4 Waiting time between start Identification
Notes :
a. Before performing the above-mentioned settings it is recommended to upgrade the firmware to the latest versionor to check if the FK-502has the latest available version installed. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
b.Expect more communication problems thanwith anISDN or analog line (approximately 15% more).

Workaround :
If the aforementioned settingsdo not showan acceptable result,offer as alternative:

Unimessage Pro Fax Server Solution® where Scan to E-mail with auto prefix-suffix setting is used (depending on the machine series, prefix-suffix will be added automatically or can be selected manually).

RightFax Server® with "Setup Utility for RightFax" using OpenAPI.
SPECIAL NOTE : Solution contribution by KM Europe (BEU) and Cesar Jimenez, Production Print/SSD, SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0801968EN* **Solution Usage** 29

Description

FK-502, Fax Forward function.

Solution

To use the Fax Forward function with an installed FK-502, the incoming fax can be sent to:

Fax

E-Mail

FTP

SMB

Box
To be able to forward a Fax, E-Mail, FTP, SMB or Box, store the recipient into the machine in advance.
Check the functionality of the stored recipient in advance before using it within the Fax forward function.
To store an E-Mail address for Fax forwarding to E-Mail:

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1. Enter a One Touch Dial, Fax, FTP or SMB recipient via [Utility/Counter]=> One Touch Registration => Scan => Address Book => E-Mail => New.
2. Enter a NAME for the Button.
3. Enter the E-Mail address.
4. Press OK.
5. Press Close 4 times.

Enable the Fax forward function via [Utility/Counter] => Administrator setting => Password => Fax Setting => Function Setting => Fax Forward => Select from Address Book => E-Mail => select your preferred address.

Note : Speed Dial , E-Mail , FTP , SMB or Group is available. Groups may include a Box, but a Box will be ignorred in combination with forwarding functions.

Known Limitations/Problems :

No sophisticated selective line forwarding if Multi-line is installed. This means, you cannot forward all Fax received on Line 1 to E-Mail Address A and forward all received Fax on Line2 to Address B. If the unit has a dual line kit, the lines cannot be forwarded separately, the lines are tied together.

No Fax forward function to stored "Programs".

No attachment file type selection (TIFF/PDF) for forwarded Fax.

Fax forward to Box and Group at the same time is NOT possible.

Fax Forward to E-mail and FTP/SMB is not possible.

Known Workarounds :

No sophisticated selective line forwarding.

You may use a Fax Server with Installed Unimessage Pro® or RightFax©. The price for a simple Server Hardware (Pentium® 4 desktop) and the Unimessage Pro® software is nearly the sameas for the Fax Unit (FK-502).
In addition you can sell "Service for UMP" and a "Solution" offering more flexibility and functionality.
RightFax© is more focused on Major Account business and is much more expensive but will provide more functions.
You may use a bizhub 250/350 with FK-503 and Multi-line Kit, because this machine is able to have a sophisticated Fax forwarding function.
If more than one of the above mentioned machines are installed at customer site, each machine can be equipped with a FK-502 and may be used for Fax forwarding even if there is no Fax Kit needed. But the FK-502 line can be used to forward a Fax to a second address, because the place of the Fax number is easy to switch within a PBX.

No Fax forwarding to stored programs.
No Workaround available.

No attachment file type selection (TIFF/PDF) for forwarded Fax.

Press the [Utility/counter]=> User Setting => Initial Setting => Current Setting => OK => Close => Close. PDF becomes default for all scans and attachments (except programmed Program destinations).

Note : The bizhub C353/C253/C203 firmware version 88/E3/G3 is not capable to forward a Fax document with TIFF format. To support this featurei-Option 2/Gx0-J8) is available. This firmware will provides asoft switch to support TIFF/PDF in a different way.

Switch Number: 28
HEX Assignment: 00 Forwarding TX by PDF format [Default]
HEX Assignment: 08 Forwarding TX by TIF format

Fax forward to a Box and Group membership at the same time is NOT supported
It is a specification limitation that a Group, containing a Box, can be selected, but the Box forward will be ignored.

Fax Forward to E-mail and FTP/SMB within a group is not possible.

SPECIAL NOTE : Solution contribution by KM Europe (BEU); Ian Lynch, Production Print/SSD and Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0801706EN* **Solution Usage** 24

Description

Paper Test requirements.

Solution

For initial test the dealer/branch must supply 1000 sheets of the media paper. Once the paper is received the ticket is transferred to ESS.

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If the initial test does not have any issues then a second test can be done. The dealer/branch must supply enough media to cover 1/3 of a PM cycle. There is a charge involved to cover labor and supplies. The dealer/branch will be notified byESS before the test to communicate the charges.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0900736EN* **Solution Usage** 20

Description

How to load a 32-bit driver on a 64-bit operating system.

Solution

Please follow this step-by-step procedure and refer to the attached video.
1. Load the 64-bit driver on the server and share it out.
2. Load a 32-bit driver on a workstation locally.
3. From the workstation perform the Run command to connect to the server (example: \\11.11.5.33) and press enter. This should bring up the server.
4.Navigate to the previously shared out printer on the server.
5. Right-click on the shared out printer and select properties.
6. Select the sharing tab and then click on the Additional Drivers button.
7. Select or check-off the 32-bit driver to be added to the 64-bit system.
8. Select OK and then browse to the folder that houses the 32-bit driver to be installed and select OK. The Additional Drivers window should now have the 32-bitand 64-bit checked off.
9. Check the Additional Drivers of the Server to make sure that the 32-bit has been pushed up (right-click on the shared out printer of the server =>Properties =>Sharing Tab =>Additional Drivers).
Notes :
a.This was tested on like versions of 32-bit and 64-bit drivers.
b.To viewthis procedure, Apple© QuickTime®should be installed.It can be downloaded for free at http://www.apple.com/quicktime/download/ .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0657222EN* **Solution Usage** 17

Description

Part number for the System Control CF card.

Solution

System Control CF card (p/n 57AE -9522H for bizhub 600/750 and p/n A0PN R722 00 for bizhub 601/751).
Notes :
1.The size of the CF card for the bizhub 600/750 is 32MB and the size for the bizhub 601/751 is 256MB.
2. There is a different part number for the bizhub 601/751 CF card if version 20 firmware or later is installed. (p/n A0PN R722 11)
SPECIAL NOTE : Solution contribution by Malcolm Hibbert and Dave Bruni, Workgroup/SSD

Solution ID TAUS0703269EN* **Solution Usage** 17

Description

How to set up User Authentication using Active Directory from theMFP and using the driver.

Solution

From theMFP Side:
1. Administrator setting 1,2,3,4,5,6,7,8.
2. System setting.
3. Date/Time setting (also enter correct Time Zone). Use the same time as the server.
EST-Time Zone UTC - 05:00

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CST-Time Zone UTC - 06:00
MST-Time Zone UTC - 07:00
PST-Time Zone UTC - 08:00
4. Administrator Setting 1,2,3,4,5,6,7,8.
5. Network setting.
6. TCP/IP settings.
7. FWD to page 3.
8. DNS settings (enter Priority and substitute DNS TCP/IP addresses).
9. Administrator setting.
10. Network settings.
11. Detail settings.
12. Time Adjust settings (NTP Settings - ON, enter TCP/IP address of server).
13. Administrator Mode (1,2,3,4,5,6,7,8).
14. User Authentication/Account track.
15. General settings.
16. ON (External Server).
17. Select Active Directory.
18. Enter the Domain Name.
19. Press Registration.
20. Press OK, OK.
21. Enable Account Track.
22. Choose Account Track Input Method.
23. Choose Account Name & Password.
24. Press OK.

From the computer:
1. Go into the Printers folder or Printers and Faxes.
2. Right-click onthe printer.
3. Select Properties.
4. Select the Option or Configure Tab(may not be available on some models).
5. Make sure that User Authentication is set to ON [Device] (may not be available on some models).
6. Openthe application.
7. Select File.
8. Select Print.
9. Choosethe printer.
10. Select Properties.
11. Select the Setup tab.
12. Choose User Authentication/Account Track.
13. Enable User Authentication.
14. Select Recipient User.
15. Enter the User Login Name and Password (the ones used to login to the Domain).
16. Select OK, OK, OK.

Note : The MFP settings can be performed from the web browser.Time zone and daylight saving settings are critical to allow the MFP to synchronize with the active directory server.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD and Jim Behrends, Workgroup/SSD

Solution ID TAUS0648861EN* **Solution Usage** 16

Description

How to set up Microsoft® Windows 2000/XP for SMB scanning.

Solution

At the PC :
1. Create a folder on the root drive.
2. Right click the newly created folder and select properties.
3. Ensure that the Read Only and Hidden attributes are not checked.
4. Click the Sharing Tab.
5. Click the Share this folder radio button and enter a Share name.
6. Click the Permissions tab.
7. Add the desired User or Group and assign the appropriate permissions.

Notes :

a. With Microsoft® Windows XP Home edition, the Network Setup Wizard will need to be run to enable file and print sharing. Access the Network Setup Wizard from: Start/All Programs/Accessories/Communications/Network Set Up Wizard.

b. With Microsoft® Windows XP SP2, ensure that file and print sharing are a selected exception in the Windows Firewall settings. The Windows Firewall applet can be accessed from: Start/Control Panel/Windows Firewall/Exceptions.

At the bizhub :
1. Connect to the bizhub using PageScope Web connection.
2. Enter the Admin mode.
3. Select the Network Tab.
4. Ensure that TCP/IP is enabled.
5. Select and enable SMB.

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6. Log out of the Admin mode.
7. Select Scan.
8. Select New Registration.
9. Select SMB and click next.
10. Enter the name of the SMB registration being created, and select a reference in the index.
11. Enter the PC NetBIOS name (uppercase) or TCP/IP address in the Host Address field.
12. Enter the folder name in the File Path field. If the folder is located on the root drive, enter only the folder name. If the folder is not located on the root drive, enter the path to the folder.
13. Enter the User ID and Password in their respective fields. If the PC is a member of a domain, enter the User name and Password of a valid domain user account. If the PC is in a workgroup, enter the User name and Password of the local user account. The User ID and password are case-sensitive.
Notes :
a. The SMB protocol uses TCP/IP, NetBIOS and ARP broadcasts to communicate with the host PC.
b. Please refer to attached document. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0648965EN* **Solution Usage** 16

Description

How to enable an external key counter or card device.

Solution

To enable an external key counter or card device, perform the following:
1. Enter the Service mode.
2. Press [STOP], [9] on the operation panel to enter the Security mode.
3. On the Billing setting screen press [Management Function Choice].
4. Choose [Key Counter] to enable the plug-in key counter.
5. Press [Message] and select [Type1], [Type2], or [Type3] to determine which prompt appears on the operation panel.
6. Press [END].
7. Press [Exit].
Notes :
a.Please see the attached documentation for full procedure. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
b. There is a new adapter that allows external key counters to be connected to themodified connector on the bizhub 600/601/750/751.
The new key counter adapter (p/n 1206K0010) is available and can be ordered from Parts.
c. Konica Minolta is changing the key counter receptacle to the style that is presently on the bizhub 600/601/750/751. All applicable vendors have been notified of this change.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0645779EN* **Solution Usage** 14

Description

How toperform a Data Capture (Print Capture)on MFPs when printing using the Emperon controller.

Solution

Note : This procedure is used when you are having a printing issue only.

The following must be set up in order to capture the files:
1. Press the utility button and select Administrator Settings.
2. Select Security setting g Security Detail g Print Data Capture must be set to Allow g Administrator Settings g Network Setting g FTP setting, FTP Server must be set to ON.
3. In Tech Rep Mode, select System2 and select Data Capture. Select ON.
4. Send print jobs. When finished, enter Command prompt and run FTP client.
5. Issue OPEN ipaddress command and login as the following user
capture
sysadm
6. Type lcd \ command to set the local directory to root of C: drive.
7. Use the ls command to list the files.
8. Type binary to change the transfer mode to binary.The response should be 200 .
9. Type set to I .
10. Use the get command to retrieve the files (i.e., get c741n.cpt). This will transfer the file tolocalC: drive.
11. After complete enter the bye command.
12. Type exit to quit the command prompt.

To delete the jobs on the HDD,select administrator settings g Security Detail g Restrict.
The function will remove the files from the printer.

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Note : Please refer to attached pages from the Field Service Manual/Service Mode and the Print Data Capture Labconcerning Data Capture. To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Jim Behrends and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0648640EN* **Solution Usage** 14

Description

Key Counter location (4-pin connector).

Solution

Please see the attacheddocumentation to see the various Key Counter (4-pin) locations. To view a PDF, you may need to download a free copy of Adobe Reader®.

Note : Equitrac© must have the supply cable (Item #CABX0094) along with any adapters for the product.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0902450EN* **Solution Usage** 14

Description

Microsoft® Windows 7 printer drivers included with the OS.

Solution

Please refer to attached document for a list of drivers included with the Microsoft® Windows 7 operating system. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0603169EN* **Solution Usage** 13

Description

Can NCR PAPER® be used as copy paper?

Solution

NCRPAPER® has only been approved for use in the bizhub PRO C500/920/1050.
Konica Minoltarecommends an NCR PAPER® named Xero/Form® II fromAppleton Papers in Wisconsin. Xero/Form® II is a vegetable-based product that works extremely well.
Note : For the bizhub PRO C500 and 920, refer to Bulletin #5349 . For the bizhub PRO 1050 series see Marketing Bulletin #05-GB-014 .
To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0657371EN* **Solution Usage** 13

Description

Citrix® compatibility.

Solution

Citrix® has published a list of KMBS products and their compatibility with different versions of Citrix® . These are known as Citrix® Ready™ products.
KMBS has also done some testing that might notdocumented on theCitrix® Ready™ products web page.Attached is a document with additional information on Konica Minolta's Citrix Ready Certified products.
Also, refer to the attached Citrix® compatibility list for additional information.Some products not listed below arelisted in the attached document.It covers other MFPs like the bizhub 600/601/750/751/360/361/362/420/421/500/501/162/180/210/222/282, the bizhub C350/C353/C253/C203, the bizhub PRO 1050/920 and controllers like theIC-303 and IC-409.
To viewa PDF, you may need to download a free copy of Adobe Reader®.

Note : The test resultsfor

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bizhub C652DS/C552DS and C360/C280/C220with XenApp® 6.0 are included.

bizhub 652/602 for XenApp® 5.0 are included.

bizhub C20 for XenApp® 5.0 are included.

Konica Minolta Universal Printer Driverare included.

IC-202
Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.1, the Adobe® PostScript driver version 1.0.0 or the PCL driver version 1.01 the print controller can be used without restrictions.

IC-203
Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Presentation™ Server 3.0 environments with the Microsoft® Word 2003/Excel 2003 and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 2.0.28, the Adobe® PostScript driver version 2.0.28 or the PCL driver version 2.0.0, the print controller can be used without restrictions.

IC-205
Tested in both theCitrix® Metaframe™ XP (FR3) and theCitrix® Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the GDI driver version 1.00 or the PCL driver version 1.00 the print controller can be used with the following restrictions:
1. Cancelled print jobs may stay in queue when using the GDI driver.
2. The printer icon may disappear when cancelling a print job when using the GDI driver.
3. Print jobs may hang when printing from two or more workstations simultaneously using the GDI driver.

IC-302
Tested withCitrix® Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.1.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were not available.

IC-401
Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation™ Server 3.0 environments with the Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6 applications loaded. Testing has been performed with the PostScript driver version 1.0.
The following restrictions:
1. The mixed media function may not be used.
2. Enabling the "Delete pending print jobs at logout" on the Metaframe™ server does not result in the print jobs being deleted.
3. Print job access codes should not be used.

IC-402
Tested withCitrix® Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.0.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The following are restrictions that were found:
1. Custom Size setting is not available.
2.Owner Information, Lock Job and Copier store print functions are not available.
3. The client default settings are not saved.

IC-405
Tested withCitrix® Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 2.0.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were thatMedia Mixed function is not available by network printer.

IC-611
Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.0.7, the PostScript Adobe® driver version 1.0.0.7 or the PCL driver version 1.0.1 the print controller can be used with the following restrictions:
1. The watermark function will not function when using the PCL driver.
2. The PostScript Visual driver is not available with Microsoft® Windows 2003 Server.
3. Booklet mode may not function when called within Adobe® Acrobat®.

IP-901
Tested withCitrix® Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.1 and 2.1.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were not available.

bizhub C350 Standard Controller
Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation™ Server 3.0 environments with the Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6 applications loaded. Testing has been performed with the PCL driver version 1.0 with the following restriction:
The watermark feature will not be available on a locally installed printer.

bizhub 200/250/350 Standard Controller
Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.1 or the PCL driver version 1.0.2 the print controller can be used with the following restrictions:
1. The custom paper size setting is not available.

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2. The default selections made on client workstations will not be reflected on the printer properties screens.

bizhub C650/C550/C451/C450/C352/C351/C300/C252/C250
Tested withCitrix® Metaframe™.
Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6.No restrictions were found in testing.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0800508EN* **Solution Usage** 13

Description
Where to find paper recommendations/specifications forB/W andColorMFPs/printers.

Solution
Please refer to the attachedMedia Guide for the products listed. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

Solution ID TAUS0702838EN* **Solution Usage** 12

Description
How to create a device printer on an AS/400® system using SCS over LAN.

Solution
To Create a Device Description on AS/400® to print to KMBS printers perform the following:
1. From the Main Menu under Selection or Command, type: CRTDEVPRT <enter>.
2. Change the following to set up the printer (those settings not changed, keep at default):
a. Device Description - (name the printer i.e., KMPrinter)
b. Device Class - *LAN
c. Device Type - 3812
d. Device Model - 1
e. LAN Attach - *IP
f. Port number 9100
g. Font Identifier - 011
h. Form Feed - * Autocut
i. Manufacturer - *HP5si
j. Paper Source (both) - *letter
k. Address - (TCP/IP address of the NIC)
l. User Define Option - *IBMSHRCNN
m. System Driver (hit F4) - *IBMSNMPDRV or *HPPJLDRV if SNMP is disabled in the environment.
Note :Vary ON the device to allow attachment.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0900739EN* **Solution Usage** 12

Description
How to load a 64-bit driver on a 32-bit Server system (Microsoft® Windows 2003 Server/Vista™).

Solution
Please follow this step-by-step procedure and refer to the attached video.
1. Load the 64-bit driver on the client.
2. Load the 32-bit driver on the server and share it out.
Note : If you receive a pop-up indicating “COPY ERROR”, setup cannot copy this file. Example: KOZJA_.PP_. This could possibly be a file path length limitation. Try reducing this limitation by pulling out the specific driver needed and placing it on the desktop.
3. From the 64-bit client perform the Run command to connect to the 32-bit server (example: \\11.11.5.33) and press enter.
4. Double-click on the shared out printer.
5. Select printer and then properties.
6. Select the Sharing tab and click on the additional drivers box.
7. Select or check-off the 64-bit (x64) driver to be added to the 32-bit server.
8. Select OK and the 64-bit driver should be pushed up to the server.
9. Check the additional drivers of the client and server to confirm that the x86 (32-bit) and x64 are both installed.
Notes :

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a.This was tested on like versions of 32-bit and 64-bit drivers.
b.To viewthis procedure, Apple© QuickTime®should be installed.It can be downloaded for free at http://www.apple.com/quicktime/download/ .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0901014EN* **Solution Usage** 9

Description

How to set up Scan to Me and Scan to Home.

Solution

There are many versionsof Scan to Me/Scan to Home, whicharedependent on firmware and the MFP model in terms of functionality and activation.
Use this document as a supplement to the firmware notes, which explain how to turn on Scan to Me/Scan to Home, but do not explainhow to set it up.This supplement should help youconfigure an MFP so that the customer can scan for E-mail addresses and get from to addresses from an LDAP server residing in Active Directory.
These are overview steps. You should be able to determine the locations of these functions on a specific MFP.
1. Make sure that TCP/IP and DNS information is correct.
2. Check Date and Time, Time Zone, and Daylight Saving settings.
3. Set the Network Time Protocol (NTP) of the DNS server. This can be found in Detail setting under Network Settings.
4. Under Date and Time, perform Adjustment by pressing the Set Date button. Perform this AFTER the NTP is set up.
5. For Scan to Me, check the E-mail setting; the TCP/IP address of the E-mail server needs to be entered.
6. Configure only these LDAP parameters:

Server name. This can be anything to identify which server is being authenticated to.

Enter the LDAP server TCP/IP address. If the customer gives you a name, PING it on a customer's computer to verify the TCP/IP address.

Enter the correct search base that contains the user addresses.

If SSL connections are not needed, do not change those settings; otherwise, set the to Yes.

Select the Authentication Type. GSS-Spnego uses Kerberos; however, NTLM V1/V2 may work as well.

Select Dynamic Authentication if the customer only wants to login to the LDAP server to pull FROM field addresses. Select User Authentication if the customer wants to sign on to the MFP before doing a function.

Set the referral setting to OFF.

A username and password are not required. Enter the Domain Name.
Note : Without a login name and password you cannot check the LDAP connection; it will fail every time, even if the information is correct. You must enter a username and password in order to check the connection.
If the Check Connection button is not present, check that LDAP is enabled and that the Manual Destination Input setting is set to Allow. This setting is located in Security under Administrator.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0901147EN* **Solution Usage** 9

Description

Why is an insufficent memory error displayed when scanning large jobs to E-mail, FTP or SMB?

Solution

The HD-510 Hard Disk Drive (Item #A0P7WY1) is required for scanning large jobs.
Notes :
1.The standard memory is 1GB RAM, non-expandable.
2.Installing the Hard Disk Drive will delete the existing address book.Please export it before installing the HDD and then import after the installation.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert and Jim Behrends, Workgroup/SSD

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Solution ID TAUS1000231EN* **Solution Usage** 9

Description

Vendor/key counter specifications and vendor-related firmware guide.

Solution

The attached documentation lists all of the functions available for the MFPs when certain Vendor modes are enabled, and lists any special firmware that might be needed. This information applies to all KMBS equipment.
Vendors listed in the matrix:

Jamex®

ITC Systems©

Equitrac©

CopiTrac©

Pharos©

Business Machine Showcase©

Entrac©
If a function is listed as Not supported please use the Vendor-related Firmware updates documentto see if Special firmware is available for the MFP in question. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

If Special firmware is not available, please contact the SSD Hotline to submit a Product Change Request form.
Note : To view the attached Port Functions Matrix document, you may need to download a free copy of Microsoft® Excel® Viewer (74MB).
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS andJim Behrends, Workgroup/SSD

Solution ID TAUS0902606EN* **Solution Usage** 8

Description

How to install a printer driver on a Macintosh® running OS 10.6.

Solution

To install a print driver on a Macintosh® running OS 10.6, there are 3possible solutions:
1. Generic : Install the printer normally and select "Generic Postscript Printer" from the "Print Using" menu.
Note : Installing the printer as a generic printer will limit the maximum paper size to legal and only allow duplexforthe finishing feature.
2. Manually install the Macintosh® OS 9 PPD file : Download the applicable OS 9 driver from the Konica Minolta website and unpack the files from the folder. Install the printer normally and select "Other" from the "Print Using" menu. Navigate to the folder containing the OS 9 PPD file and click "Add". If the "Installable Options" window appears, set the correct options.
Note : Installing the OS 9 PPD only applies to the models listed in the attached document.
3. Edit the PPD file : See the attached procedureto manually edit the PPD file. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Note : The above solutions are considered a workaround until an official OS 10.6 printer driver becomes available.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0648443EN* **Solution Usage** 7

Description

How to remove print drivers from Macintosh® OS X, 10.2x, 10.3x, 10.4x, 10.5x.

Solution

Follow the How to remove Macintosh OS X drivers instructions to correctly remove driver files prior to installing a new or updated version of the driver. This is highly recommended to avoid driver conflict.
Completely deleting\removing the PPD plug-ins for the loading of the driver will NOT overwrite the previous versions.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Bill Ehmke, ASG/SSD and Freddie Burnham/Mark D'Attilio, Production Print/SSD

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Solution ID TAUS0801272EN* **Solution Usage** 7

Description

Support for Account Track, Secure Print, and User Authentication from Unix/Linux environments.

Solution

The Konica Minolta Print Utility v1.8,whichsupports Account Track, Secure Print, and User Authentication from Unix/Linux environments, has been released. Details are included in the attached PDF document.

The Konica Minolta Print Utility v1.8 supports the following Unix and Linux platforms;
Sun Solaris 7, 8, 9, and 10 (Sparc,x86)
IBM-AIX 5L v5.1 and above (Power)
HP-UX 11.11 and above (PA-RISC, Itanium2)
Red Hat Linux 8 and 9 (x86)
Red Hat Enterprise Linux 2.1, 3, 4, and 5 (x86)
SuSe Linux Professional 9.2 and 9.3 (x86)
SuSe Linux 10 (x86)
Debian GNU/Linux 3.1 and 4.0 (x86)

The Konica Minolta Print Utility v1.8 supports the following KM products;
7145 (IP-432)
7155, 7165 (IP-511)
7075, Force75 (IP-601/601M)
7085 (IP-602)
bizhub 7222, 7228, 7235 (IP-424)
7255, 7272 (IP-511A)
bizhub PRO 1050/1050P
bizhub PRO 920
bizhub 750, 600
bizhub 500/420/360
bizhub 350 (embeddedcontroller)
bizhub 501/421/361
bizhub C450, C450P (embeddedcontroller)
bizhub C351(embeddedcontroller)
bizhub C352/352P/C300 (embeddedcontroller)
bizhub C250, C250P
bizhub C252
bizhub C650/C550 (embeddedcontroller)
bizhub C451 (embeddedcontroller)
bizhub C353/C353P/C253/C203 (embeddedcontroller)
magicolor 8650
* bizhub C652DS/552DS/652/552/452 (embeddedcontroller)
* bizhub PRO 1200/1200P/1051 (embeddedcontroller)
* bizhub C360/280/220
* bizhub PRO 950 (embeddedcontroller)
* bizhub 362/282/222
* bizhub 601/751

* - The PPD's for these KM MFP's are not part of the initial Konica Minolta Print Utility v1.8 (KMPU1.8) install package.
These additional PPD's as well as the complete Konica Minolta Print Utility v1.8 are available
for download via the Konica Minolta Download Selector:
1. Login in via www.mykonicaminolta.com
2. Select the "Service" link located on the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located on the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE: Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0902479EN* **Solution Usage** 7

Description

How to set up Scan to SMB on Microsoft® Windows 2008 Server.

Solution

Please see the attached video for the procedure. The video should be played on Microsoft® Windows Media Player version 9 or later. The latest Media Player can be downloaded at: http://www.microsoft.com/windows/windowsmedia/default.mspx .

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NOTE: Video is only for the settings on the server. Settings on the main body vary by model.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0902901EN* **Solution Usage** 6

Description

How to default LDAP to E-mail address instead of fax and enable direct input with Scan to Me/Home.

Solution

To default LDAP to E-mail address instead of fax and enable direct input with Scan to Me/Home, please install the following Special firmware:

Version GW6-20 forthe bizhub 361/421/501

Version GU1-19for the bizhub 601/751
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

The Scan to Me/Home firmware was originally developed for a secure environment. Now withspecial firmware,it has become a convenience function of the machine with the following enhancements:

"LDAP search" default result is email address instead of fax number

"Direct Input" was enabled at all functions

"Address Book" was enabled at all functions

"Box" function was enabled

"Mode Memory" was enabled to register destinations
To enable these functions, please set software DIP switch No.38:
? 00H or 00000000 Binary: Normal (default)
? 02H or 00000010 Binary: These functions are enabled
PROCEDURE
1. Enter Service mode.
2. Select system 2.
3. Select DIPSW.
4. Touch SW and enter 38 .
5. Touch Bit No. and use the - or + key to select bit 1 .
6. Touch ON.
7. Touch Set.
8. TouchOK and exit the Service mode.
9. Power cycle the machine at the main power switch.
Note : To allow the user information to populate the "From" address field, set the "Restrict From" setting to Allow .
SPECIAL NOTE : Solution contribution by Stu Dern, ESS and David Silverstein/Jim Behrends, Workgroup/SSD

Solution ID TAUS0702294EN* **Solution Usage** 5

Description

How to configure LDAP access on a Lotus® Notes R5 or R6 server.

Performing a LDAP Search using an Anonymous Connection via Lotus Notes.

(supportedLDAPVersion) not enabled.

Solution

LDAP Production R5/R6 server setup :
1. Edit Notes.ini and add LDAP task. ServerTasks = Router, Replica, Update, Amgr, AdminP, CalConn, Event, Sched, Stats, HTTP, POP3, maps, LDAP.
2. Create a new Configuration document for LDAP to control Anonymous Access.
3. Create a new Configuration doc, call it Allservers in the Group or Server name, then save and close the doc.
4. Now open the Allservers doc. Note that the Basics tab has changed.
5. Select Use these settings as the default for all servers. Note that Group or Server name is now *-Default-. Also there is now an LDAP tab.
6. Click on the fields that you want to be accessible button.

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7. Set it to show First Name InternetAddress and LastName only. Do this so only limited info is available.
Notes :
a. If you upgrade a server from a previous release to Lotus® Domino 6, the LDAP service uses the LDAP anonymous access configuration from the previous release. If you create or edit the domain Configuration Settings documents after updating the directory with the Lotus® Domino 6 PUBNAMES.NTF design, the list of attributes allowed for anonymous access include the following attributes (attached - ldap1.pdf)not listed in the previous release:
b.The Allservers configuration doc will only affect the servers running LDAP. It will also allow the MFPs to access LDAP without using an authentication account and password. This is the method that all users are using according to Lotus® Incident 1632724.
c. Please refer to the attached document for more detail.
d. To view the document(s), Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .
e. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0901137EN* **Solution Usage** 4

Description

In what format does the USB thumb drive have to be to flash firmware or print and scan?

Solution

The USB thumb drive should be formatted with FAT32.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD and Mike McCarthy, Production Print/SSD

Solution ID TAUS0902480EN* **Solution Usage** 4

Description

How to set up Scan to FTP on Microsoft® Windows 2008 Server.

Solution

Please see the attached video for the procedure. The video should be played on Microsoft® Windows Media Player version 9 or later. The latest Media Player can be downloaded at: http://www.microsoft.com/windows/windowsmedia/default.mspx .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0902848EN* **Solution Usage** 4

Description

Macintosh® OS X version 10.6 (Snow Leopard) printer driver information.

Solution

Pleasesee theattached documentation concerningdetailed information on Macintosh® OS X version 10.6 drivers and supported devices. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS1001068EN* **Solution Usage** 4

Description

Replacement for AU-201H HID Proximity Card Readerwith additional support forthebizhub 223/283/363/423/601/751.

Solution

The AU-201H HID Proximity card reader is being updated. All functional specifications, Item numbers and loadable drivers will not change. The only change is the physical appearance of the reader.

IMPORTANT : If you have receiveda model OMNIKEY® CardMan® 5325 CL (check underside label), Logistics will contact you and provide instructionson how toreceive the correct model (OMNIKEY® CardMan® 5125).

The AU-201H is a proximity card authentication device that connects directly to the USB port of workgroup MFPs.
When installing the AU-201H, a custom MFP loadable driver is required for the reader to be recognized as well as iOption level or higher firmware in the MFP. The procedure for installing the driver varies from the Color MFP products to the B&W products; please refer to installation instructions posted on the SSD Download Selector.
For applicable Color MFP products, the driver is installed via a Flash ROM update in the same manner as a firmware update. In order to program the Flash

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ROMversion 2.5.5 of the Firmware Imaging Tool is required. The drivers and imaging tool can both be downloaded from the SSD Download Selector. Please note the drivers are specific to each MFP; ensure the proper driver is downloaded for the desired MFP.
Please refer to the attached Marketing Bulletin 10-GB-025 for more detail. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

Solution ID TAUS1001661EN* **Solution Usage** 4

Description
Setting up Scan-to-E-mail using a ® account.

Solution
Please perform the procedures mentioned in the attached documentation. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

Gmail® settings are:

pop.gmail.com in the Incoming mail (POP3, IMAP or HTTP) field

smtp.gmail.com in the Outgoing mail (SMTP) field
Gmail® uses Secure Sockets Layer (SSL)

Port 465 in the Outgoing mail (SMTP)
Port 995 in the incoming mail (POP3)
Note : For for setting up Scan-to-E-mail, please see the following solutions:

How to scan to E-mail using Emperon controller.

The Start button is amber when attempting to scan to E-mail.

Scan to E-mail is not working; Start button is amber (orange).
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0603556EN* **Solution Usage** 3

Description
Power consumption data.

Solution
Please see attachedpower consumption data for warm-up, standby, and running modes.

To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE: Solution contribution by Clinton Marquardt, ESS and Chuck Tripp, Production Print/SSD

Solution ID TAUS0802517EN* **Solution Usage** 3

Description
How to change the volume of the Alarm or beep.

Solution
To change the volume of the alarm (beep), follow these steps:
Press the Accessibility Key on the keypad.

Touch Sound Setting or press the [4] key on the keypad. The Sound Setting screen will appear.

Touch [Panel Volume Adjust] or press the [2] keyon the keypad.. The Panel Volume Adjust screen will appear.

Select the desired volume. The volume can be set to any of16 levels.

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Press OK, OK, Close.
See the attached file for further details.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0900083EN* **Solution Usage** 3

Description
How to default the opening scan size of a scanned document from Adobe® Acrobat® 7/8/9.

Solution
To default the opening scan size of a scanned document via Adobe® Acrobat® 7/8/9 perform the following:
1.Open a PDF.
2.Select Edit and then Preferences (see attached photo).
3.Click on Page Display => Magnification. Zoom to Scroll and select the desired opening size.
SPECIAL NOTE : Solution contribution by Mark D'Attilio/Ian Lynch/Cesar Jimenez, Production Print/SSD

Solution ID TAUS0901369EN* **Solution Usage** 3

Description
How to limit user access to copy, scan, print, user box or fax functions?

Solution
To limit user access, perform the following:

1. Press Utility/Counter key.
2. Touch Administrator Settings.
3. Select User Authentication/Account Track.
4. Touch General settings.
5. Touch User Authentication ON (MFP).
6. Are you sure you want to clear all data is shown, select YES.
7. Select User Authentication Settings.
8. Touch User Registration.
9. Select a number and input the name and password for each user.
10. Select Function Permission and set Restrict or Allow accordingly.

SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0901684EN* **Solution Usage** 3

Description
Konica Minolta Universal PostScript/PCL Printer Drivers.

Solution
Updated versions of the Konica Minolta Universal Printer Driver (PostScript) and Universal Printer Driver (PCL) are available.
This recent printer driver release includes the following new features:

Microsoft® Windows Server 2008 R2/Microsoft® Windows 7 WHQL support
Enhancements to Network Search
a Printer Status – You can make sure that a printer does not have an error or warning to prevent printing
a Number of Jobs Waiting to Print – Check the backlog of jobs
Additional Individual Child Driver Support for:
a Konica Minolta bizhub C652 Series for function version 3 (see note)
a Konica Minolta bizhub C360 Series for function version 3 (see note)
a Konica Minolta bizhub C35
a Konica Minolta bizhub C35P
a Konica Minolta magicolor 4750EN/DN
Note : Function version 3 requires the latest firmware to be installed on the bizhub C652 series/C360 series in order to take advantage of the Individual Printer Driver. If you do not have the latest firmware installed on those devices, the UPD will use the bizhub Common Child Driver instead.

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New version available for download:

Universal Printer Driver PCL version 1.10.1.0 (replaces previous version 1.0.1.0)
Universal Printer Driver PostScript version 1.10.0.0 (replaces previous version 1.0.0.0)
These printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Note : This is a new release version and not a patch update. If a previous version of the UPD driver exists you will have to uninstall the old version first. Please refer to the attachedUniversal Printer Driver (UPD) brochure for more detailed information. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

Solution ID TAUS0902862EN* **Solution Usage** 3

Description
User Box functionality with Key Counter mode enabled.

Solution
Special firmware is now available which allows User Box functionality with Key Countermode enabled(bizhub 751/601 - version GUI-18).

Notes :
1. Please refer to the attachedRelease Notes for additional information on this firmware release.To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

2. As listed in the attached document underRestrictions, "Copying to Box is not available". This special firmware allows "Save Document" functionality from the User Box mode and "User Box" functionality from the Fax/Scan modes only.
"Save in User Box" functionality isnot available from the Copy -> Application mode.

3. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS1000100EN* **Solution Usage** 3

Description
What is the part number for the main body memory?

Solution
Memory Module (p/n V865 3000 41).
SPECIAL NOTE : Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS1000207EN* **Solution Usage** 3

Description
How to Scan to SMB or FTP in a Macintosh® 10.xenvironment.

Solution
See the attacheddocument for instructions on setting up a Macintosh® 10.x for scanning.To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE: Solution contribution by Randall Marquardt SSD/Workgroup and SSD Printer Support

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Solution ID TAUS1001071EN* **Solution Usage** 3

Description
Pepsico Deployment Guide for implementing special firmware.

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Solution

CAUSE:Pepsico has mandated a setup procedures.

SOLUTION:Refer to the attached"Training Process Checklist.pdf"when setting up devices at Pepsico.

Note : Please see the attacheddocument for technical reference. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE: Solution contribution by Stu Dern, ESS

Solution ID TAUS0649635EN* **Solution Usage** 2

Description

How to set the count method for 11x17 paper.

Solution

To set the count method for11x17, perform the following:

1. Enter the Service Mode (Utility/Details/Stop, 0, 0, Stop, 0, 1).
2. Select System2.
3. Select DipSW Setting.
4. Set SW 8, bit 6 to (ON = 2 counts, OFF = 1 count). Press Set.
5. Press OK.
6. Next, press (stop, 9) to access Billing Setting.
7. PressCounter Setting.
8. Press Mode One.
9 Select 11x17.
10. Press Exit to return to the copy mode.
11. Turn the main power off.

SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0650238EN* **Solution Usage** 2

Description

How to recover the user Administrator password if changed or lost.

Solution

To recover/change the Administrator password perform the following:
1. Enter the Service mode.
2. Press STOP-0-CLEAR to enter the Enhanced security mode.
3. Enter Administrator Password setting, and enter new Password.

SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0658215EN* **Solution Usage** 2

Description

How to program the touchscreen display language.

Solution

To program the touchscreen display language, perform the following:
1. Press the Utility/Counter key.
2. Touch [2 User Setting] on the touchscreen.
3. Touch [1 System Setting] on the touchscreen.
4. Touch [1 Language Selection] on the touchscreen.
5. Touch the desired touchscreen display language [English], [French], [Spanish], or [Japanese].
6. Touch [OK] on the touchscreen.
7. Touch [Exit] or [Close] on the touchscreen.
8. Press the Reset key to return to the normal screen.

SPECIAL NOTE : Solution contribution by Mike McCarthy and Ted Young, Production Print/SSD

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Solution ID TAUS0700215EN* **Solution Usage** 2

Description
The Users' Manual indicates that the Sleep Mode can be turned OFF, but does not show how.

Solution
To disable theSleep Mode perform the following:
1. Enter the Service Mode.
2. Select System 1.
3. Select No Sleep and press "Permit."
4. Exit the Service Mode.
5. Enter the Administrator Setting mode.
6. Select System Setting.
7. Select Power Save Setting.
8. Set the Sleep Mode Setting to "Off."

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0700484EN* **Solution Usage** 2

Description
The Network Icon is missing in Admin Mode.

Solution
CAUSE: Failed hard drive.

SOLUTION: Format the hard drive in Tech Rep mode/State Confirmation/Memory HDD adjust.

Solution ID TAUS0702080EN* **Solution Usage** 2

Description
Can the TWAIN driver for scanning be utilized on a Microsoft® Windows 2003 Terminal Server?

Solution
TWAIN scanning cannot be performed in a Microsoft® Windows 2003 Terminal Server environment.

SPECIAL NOTE: Solution contribution by Tom Kelly, Workgroup/SSD, SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD.

Solution ID TAUS0800403EN* **Solution Usage** 2

Description
How to print SAP R/3barcodes.

Solution
In order to print SAP barcodes, you need to have the barcode fonts installed on the MFP. This means that you need to purchase SAP compatible barcode fonts and install them onto the HDD of the controller.
Currently the best andeasiestway to print SAP barcodes is to attached a device from Typehaus to the MFP.
This device has been tested and it complete compatible with SAP barcodes. This device is so sophisticated that you need not configure it with an TCP/IP address, it will assume the TCP/IP address of the MFP and intercept the font call for the barcode and replace the call with the actual barcode fonts. Nothing else will be required.
To Purchase this device contactTypehaus at: http://typehaus.com . Be sure to mention your affiliation with Konica Minolta.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0900403EN* **Solution Usage** 2

Description
Can the machine print from the USB thumb drive without the HDD (HD-510) installed? What are the requirements for USB printing?

Solution
The HD-510 is not required for USB printing locally from a PC.The IC-208(Item #A0P90Y1) and EK-703 (Item #A0P4WY1) are required to print from a PC via USB.

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Note : To print from a USB thumb drive, the HD-510 (Item #A0P7WY1) and the IC-208 are required (but not the EK-703). Please refer to attached documentation for additional information. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0900432EN* **Solution Usage** 2

Description
Specifications and Install Guide.

Solution
Attached is the Specifications and Install Guide for the bizhub 601/751. Some of the guide topics include:

Duty Cycle

Space Requirements

Environmental Requirements

Electrical Requirements

Component Considerations

Copy Paper

List of Recommended Paper

Paper Types and Paper Capacities

Special Paper

Precautions for Paper

IC-208 Specifications

Scanning Function (Standard)

Network & Device Management

Security

How to Build a System for the bizhub 751/601 Printer/Copier/Scanner (from start to finish)

Accessory Options for bizhub 751/601 Printer/Copier/Scanner which include:
DOCUMENT HANDLING
DF-614 — Reversing Document Feeder (Standard)
OUTPUT OPTIONS
FS-524 — Item #A0R10Y1 — Multi-Stapling Finisher
FS-525 — Item #A0R20Y1 — Multi-Stapling Finisher
FS-610 — Item #A0R30Y1 — Advanced Folding Finisher
SF-602 — Item #A0PX0Y1 — Shift Tray Offset stacker
PI-504 — Item #A0PV0Y1 — Post Engine Cover Inserter
PK-505 — Item #15KB — Punch Kit
ZU-605 — Item #A0R00Y1 — Z-Fold/Punch Kit
PAPER SUPPLY OPTIONS
LU-405 — Item #A0PR0Y2 — Large Capacity Cassette
LU-406 — Item #A0PT0Y2 — Large Capacity Cassette
ADDITIONAL OPTIONS
HD-510 — Item #A0P7WY1 — 60GB HDD Kit
EK-703 — Item #A0P4WY1 — Local Interface Kit
SC-506 — Item #A0PCWY1 — HDD Encryption Kit
AU-101 — Item #A09MWY0 — Biometric Authentication Unit
WT-504 — Item #A0PWWY1 — Working Table Required for AU-101
AU-201H* — Item #7640005064 — HID Card Authentication Unit
CONTROLLER OPTION

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IC-208 — Item #A0P90Y1 — Image Controller
FAX OPTIONS
FK-502 Kit — Item #A0PNX001 — Includes MK-716 Mount Kit
FK-502 Fax Board — Item #15LB — Required for 2nd fax line
Notes :
1. To open the ZIP file, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0901518EN* **Solution Usage** 2

Description

How to allow LDAP Search with E-mail manual entry set to restrict.

Solution

To allow the LDAP Search icon on the operation panel when the Allow Manual Email entry is set to Restrict, perform the following:
1. Enter the service mode.
2. SelectSystem2.
3. SelectSoftware Switch Setting.
4. Select Switch No: 36.
5. Set Bit 5.
6. Enable switch by changing setting from a 0 to a 1.
7.Press "SET" key and "END" key.
8. Turn OFF/ON the main power supply.

To restrict E-mail manual entry, perform the following:
1. Enter the utility mode.
2. SelectAdministrator Setting.
3.Select Security Setting.
4. SelectSecurity Details.
5. Change Manual Destination Input: Restrict.
When the above-setting, the LDAP key in [Scan > Address Book] is displayed.
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0901697EN* **Solution Usage** 2

Description

Hard Disk Drive (HDD) formatting.

Solution

To format the hard drive (HD-503/HD-510):
1. Turn ON the main and sub power switches of the main body.
2. Go into Service mode.
3. Touch the State Confirmation key.
4. Touch the Memory/HDD Adjustment key.
5. Touch HDD Format key.
6. A prompt will appear to format a HDD or not. Use the below table to determine what type of format to perform.
ALL will format all partitions.
1 will format printer functions, Font/Spool area.
2 will format Box function partitions System/User Box.
7. Touch ALLthen YES.
Note : Do not turn the power OFF during HDD formatting.
8. When the formatting is complete, make sure to turn OFF/ON the main and sub power switches.

An alternate method whichmight be more easily implemented bysomeone who is not familiar with assessing the Tech Rep mode (Service mode):
1. Press the Utility/Counter key.
2. Touch [3 Administrator Settings] on the touchscreen.
3. Input the Administrator Password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [0 Security Settings] on the touchscreen.

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6. Touch [6 HDD Settings] on the touchscreen.
7. Touch [5 Format HDD] on the touchscreen.
8. A prompt will appear on the touchscreen confirming you want to format the HDD. Touch [Yes].
9. Touch [OK] on the touchscreen. Do not turn the power OFF during the HDD formatting.
10. When the formatting is complete, make sure to power the machine OFF/ON using the main switch.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ted Young, Production Print/SSD

Solution ID TAUS0902269EN* **Solution Usage** 2

Description
How to setup the machine to use and recognize both A4 and 8.5 X 11 from both the platen and document feeder.

Solution
To setup a machine to use recognize A4 and letter originals perform the following:

1.Enter the Service mode.
2.Select System 1.
3.Select Original Size Detection.
4.Change Original Glass Original Size Detect from "Inch Series" to "Full Size."
5.Change Original ADF Original Size Detect from "Inch Series to Full Size."
6.In Admin Mode go to copier settings and set both Platen AMS and ADF AMS to on.
7.Have the copier defaulted to Auto paper.
8.If the ADF does not properly recognize the sizes perform the ADF original size adjustment in service mode.

SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0902683EN* **Solution Usage** 2

Description
How is Integrated Equitrac© set up?

Solution
Integrated Equitrac© is supported in Equitrac© Office and Express, versions 4.1.0, build 3238 and higher.
These versions of Equitrac© install no differently from previous versions, however, the configuration for the OP panel to act as the page counter is different.
The attached setup guidecontains theprocedures to set up Equitrac© to integrate into the MFP.
Note : To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS0902689EN* **Solution Usage** 2

Description
CAC/PIV support.

Solution
Pleaserefer tothe attacheddocumentation for current supported models. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

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Solution ID TAUS0902747EN* **Solution Usage** 2

Description
Integrated eCopy™ setup procedure - Quick Guide.

Solution
Please refer to attached Pre-Installation Ckecklist and perform the attached step-by-step procedures.Make surethe following options are installed:

MFP

Firmware

OpenAPI

Option

bizhub 223/283/423

B5

3.5B

LK-101V2 and UK-203

bizhub 361/421/501

20-GJ1

3.5

LK-101 and UK-202

bizhub 601/751

20

3.7D

bizhub C203/C253/C353

GK5-CG

3.5

LK-101 and UK-201

bizhub C220/C280/C360

GC2-57

3.5

LK-101v2 and UK-203

bizhub C451

GC2-57

3.5

LK-101 and UK-201

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bizhub C550/C650

GJ0-CG

3.5

LK-101 and UK-201

bizhub C452/C552/C652

GC2-57

3.5

LK-101v2 and UK-203

Notes :
1. These firmware versionswere the ones used during testing.
2. Please use latest base firmware that mentions in the readme OpenAPI Function Level 3.5 or higher.
3. If you are installing Special firmware for the Image Unit Yield Enhancement , please use the appropriate Software Switch Setting. See attached Bulletin Number 6901.To view a PDF, you may need to download a free copy of Adobe Reader®.

4. Pleaserefer toPrice Sheets forcorresponding options.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS1001138EN* **Solution Usage** 2

Description
Account Track will not workon a Mac 10.6 system.

Solution
The Mac may be running under a root account. Log off of the Mac and log back on as a different user. Account Track should run fine after this.

SPECIAL NOTE: Solution contribution by Randy Marquardt, Workgroup/SSD

Solution ID TAUS1001236EN* **Solution Usage** 2

Description
Setup guide for bizhub vCare E-mail (one-way).

Solution
Please use the attached the bizhub vCare E-mail (one-way) Setup Guide. The guide can also be downloaded from the Konica Minolta Download Selector. Access the Download Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Note : To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Rick Veale, ESS

Solution ID TAUS1001801EN* **Solution Usage** 2

Description

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What can cause the machine not to accept the Administrator password after installing Base firmware then upgrading the firmware version?

Solution

The machinewill not to accept the Administrator password after installing base firmwarethen upgrading to firmware version 19,20 (bizhub 501 series)or 21 (bizhub 501 series)if the password was not entered after installing Base firmware. The Administrator password can be reset using the following steps:

1. Install base firmware on the CF card.
2. Enter Service Mode.
3. Press Stop,0, Clear on the 10-key pad of the control panel.
4. Touch Administrator Password.
5. Enter the administrator password.
6. Touch End.
7. Exit theService Mode.
8. Install version 19firmware on the machine (version 20 or 21 if using the bizhub 501 series).

SPECIAL NOTE : Solution contribution by Dave Bruni and Stephen Schmelcke, Workgroup/SSD

Solution ID TAUS0629386EN* **Solution Usage** 1

Description

ISO 15408 certification information.

Solution

TheMFPsare certified ISO 15408 EAL Level 3. Refer to the following for more detailed information concerning ISO 15408 as well as the attached Security White Paper and Marketing Bulletin 09-GB-103.

1. ISO 15408 FAQ
2. Trusted Computing Base
3. ISO 15408-3
4. Common Criteria

Also, go to Konica Minolta's bizhub security page, http://kmbs.konicaminolta.us/content/about/bizhubsecurity.html , for more in-depth security information.

Note : To view a PDF, you may need to download a free copy of Adobe Reader®.

Solution ID TAUS0654368EN* **Solution Usage** 1

Description

"Server Connect" error message when scanning to E-mail. Both locations can see users in LDAP look up. The first location there were no issues when sending E-mail. The second location would give Server Connect error.

Solution

CAUSE: Two locations are connected via 100MB metro ethernet WAN. The timeout was set to max. The customer has two E-mail servers; one at each site.

SOLUTION: Change the SMTP mail server address to the local mail server.

Solution ID TAUS0657054EN* **Solution Usage** 1

Description

PK-505, part number for the Size Detect Board assembly (PS305).

Solution

PS305 (p/n 13NK -961 1).

Solution ID TAUS0657055EN* **Solution Usage** 1

Description

Part numbers for the Punch Kit (PK) Driving Board assembly (PDB).

Solution

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PK-2/PK-110/PK-502 Punch Driving Board assembly (p/n 13QR -931 2E)
PK-503 Punch Driving Board assembly (p/n 15KJ -901 1E)
PK-504 Punch Driving Board assembly (p/n 15KA -901 1E)
PK-505 Punch Driving Board assembly (p/n 15KY H010 00)

Solution ID TAUS0657324EN* **Solution Usage** 1

Description
Network Setting button is not available in the Admin mode.

Solution
CAUSE: Incorrect setting.

SOLUTION:

1. Enter the service mode.
2. Press "Stop,0, C" to enter the Enhanced Security mode.
3. Select Administrator Feature Level.
4. Select Level 2.
5. Press End.
6. Exit the service mode.

SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0702577EN* **Solution Usage** 1

Description
ICP lists.

Solution
Please review the attached documents:

ICP list for the bizhub 600/750

ICP list for the FS-504/FS-602

ICP list for the bizhub 601/751

ICP list for the FS-524/FS-610
To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0702779EN* **Solution Usage** 1

Description
After ARPing LinkCom™ III, the LAN light still flashes and is not seen in PrintGuide™.

Solution
CAUSE: Incorrect procedure.

SOLUTION: After ARPing the LinkCom™ box, PING the TCP/IP address in order to activate the ARP. The light will go solid and it will be seen in PrintGuide™.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS0800146EN* **Solution Usage** 1

Description
How tochange the default file format for fax forwardingfrom TIFto PDF.

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Solution

To set the default fax forwading file format to PDF, perform the following:
1. Press the FAX button.
2. Select the Scan Setting on the LCD.
3. Select the File Type as PDF.

[The steps below make the setting the default.]
4. Select the Utility button.
5. Select User Setting.
6. Select Scan/Fax Settings.
7. If the setting is set for Factory, change it to Current.
8. Press OK.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0800324EN* **Solution Usage** 1

Description

How to set Tray 3 and Tray 4 to print and copy tab paper.

Solution

To set Tray 3 and Tray 4 to print and copy tab paper:

1. Access the Utility/Counter.
2. User settings.
3. System Setting; pick a tray.
4. Paper Tray Setting =>Paper Type; choose Tray 3 or Tray 4.
5. Paper Type; choose type of paper (TAB).
6.Touch OK,then Close 5 times; back to basic copy screen.
Note : This is used with both copying and printing.

SPECIAL NOTE: Solution contribution by Don St. Onge, Workgroup/SSD, SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0800335EN* **Solution Usage** 1

Description

When the engine runs out of paper and is not addressed it will cause the writer on the AS/400® to stop.

Solution

CAUSE: The writer on the AS/400® times outafter 170 seconds (by default)when MFP runs out of paper.

SOLUTION: The following changes to the device description will cause the writing to ignore the time out and just report the error.
1.Pick one of the devices and end the writer and vary the device off.
2.Select the option that will allow you to 'Change Device Desc'.
3.On the first screen look for the 'Printer error message' parameter and change it to '*INFO'.
4.Page down twice and look for the 'User-defined options' parameter it should read '*IBMSHRCNN'; under thisadd ERRMSGINFO.
5.Start the writer and vary the device on and test.These changes must be done for the other device on the AS/400®.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0800946EN* **Solution Usage** 1

Description

How to find/display a MAC address.

Solution

To find the MAC address of a specific device in a Microsoft® Windows environment, such as a main body internal NIC, access the command prompt,PING the TCP/IP address of the device and then perform the command, arp –a .
The attached procedures are for Microsoft® Windows 98/NT/2000/2003/XP, DOS/Microsoft® Windows 3.11/Microsoft® Windows for Workgroups, Microsoft® Windows Vista™ and Macintosh® OS X. To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Note : Also attached is the Technitium MAC Address Changer© freeware program. This software is not supported by Konica Minolta and is to be used at your own risk.
To open the ZIP file, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Freddie Burnham, Production Print/SSD

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Solution ID TAUS0800971EN* **Solution Usage** 1

Description

HDD Backup Utility and Device Set-up User Guides.

Solution

HDD Backup Utility
Main features covered:

Backing up (saving)
Restoring (recovering)
Wizard operations (program in dialog format)
Access limitations through auto protect
Encoding backup data
Device Set-up
For the Device Set-up, installing the following plug-ins allows you to obtain the information of an MFP on the network and/or change its settings.

PageScope Data Administrator

HDD Backup Utility

Log Management Utility

Font Management Utility

Copy Protection Utility
Please refer to the attached documentation. To view a PDF, you may need to download a free copy of Adobe Reader®.

Solution ID TAUS0802464EN* **Solution Usage** 1

Description

How to change the "From" name in aFax Header(fax sender name change).

Solution

To change the fax sender name, follow these steps:
1. Press the Utility/Counter key.
2. Enter password (12345678).
3. Select Fax Setting.
4. Select Header Info.
5. Enter the desired information.
SPECIAL NOTE: Solution contribution by Marge McLea, Production Customer Support/SSD

Solution ID TAUS0900218EN* **Solution Usage** 1

Description

Part number for the document feeder control board (if failed, it may generate a J-6203 jam code).

Solution

The DF control board is actually listed as the Scanner drive board assembly (p/n 57AA -909 2H). This board is listedunder the Optics Section ofthemain body Parts Manual.
SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD and Craig Blyther, ESS

Solution ID TAUS0900258EN* **Solution Usage** 1

Description

When connecting the Equitrac© using the Vendor 2 option where does the harness connect on the machine?

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Solution

When connecting the Equitrac© using the Vendor 2 option the harness connects to CN1000 on OACB board.
SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0901569EN* **Solution Usage** 1

Description

How to print the internal Demo page.

Solution

To print the internal Demo page, perform the following:
1. Press the Utility/Counter key.
2. Touch [2 User Settings] on the touchscreen.
3. Touch [5 Printer Settings] on the touchscreen.
4. Touch [7 Print Report] on the touchscreen.
5. Touch [Demo Page] on the touchscreen.
6. Press the START key. The internal test page will be printed.
7. Press the Reset key to return to the normal screen.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0901588EN* **Solution Usage** 1

Description

Why SIP Fax is not working.

Solution

Attached is information designed to provide a better overview about the SIP Fax Function (FoIP - VoIP) implemented within most of the MFPs. In general, you should find this feature on machines from 20ppm onwards providing a large graphical LCD and sold after 2001 (no line-based LCDs).
Note : To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by KM Europe (BEU)

Solution ID TAUS0902851EN* **Solution Usage** 1

Description

Multifunctional products and printers supporting bizhub vCare and/or Total Counter Notification.

Solution

Download the attached document, which lists MFPs and printers compatible with vCare\CSRC (CS Remote Care) or Total Counter Notification in the engine administrator mode.
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Rick Veale, ESS

Solution ID TAUS0902900EN* **Solution Usage** 1

Description

How to setup SMB sharingand Scan to SMB to a Novell® NetWare® 5.x or 6.x Server.

Solution

Prerequisite:
The NetWare® Server must first be set up to support CIFS in order to support this function from the MFP:
Using Novell® Native File Access for Microsoft® Windows it is possible to configure NetWare® servers running TCP/IP only to use CIFS (SMB) over

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TCP/IP.Please see attached document "NW_CIFS_SMB_Support" for details on setup of NetWare® 5.x and 6.x prior to setup of MFP SMB Scanning.
Create a folder on the NetWare® Server to be used for SMB Sharing and Grant proper access rights to it (the following example shows a "Local" or workgroup share):
Once the folder has been created, edit the /etc/cifs.cfg file to add the share, as follows:
Example: Folder called "Share" has been previously created in Volume "Data:" on NetWare® 6 Server named "NW6".We want the share to be called 'share' in the workgroup, 'workgroup'. This example is for NetWare® 6.5:
Listed in /etc/cifs.cfg :

SERVERNAME 'NW6"
COMMENT 'Netware 6 CIFS'
UNICODE ON
AUTHENT local
WORKGROUP 'WORKGROUP'
SHARE 'data:\share\' 'share' 0 'NW6 CIFS Share'
When specifying the -SHARE parameter line the syntax is as follows:
'localpath' 'sharename' connectionlimit 'comment'
A zero (0) means no connection limit.
Once you save this file, you need to set up a user with a simple password on the NetWare® Server for the MFP to use to scan via SMB to the share folder.You have to do this from a Microsoft® Windows client logged into the NetWare® Server with the latest NetWare® Client.You will need to run Console1 from the workstation to be able to set up a user with a simple password.The user will need to have the following rights to the share folder: Read, Write, Create, File Scan.See the attached documentfor details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Next you need to stop and then start the CIFS Service on the NetWare® Server:
Type the following commands in sequence at the NetWare® command prompt to do this:
CIFSStop
CIFSSTRT
Typing CIFS INFO will display your information on the share. Test the share from a Microsoft® WindowsPC by accessing the share folder and copying a file into it.
Once this is confirmed, setup the MFP for Scan to SMB share normally.This can be done in PageScope Web Connection under Store Address.
In the example above using the shared name 'share' in volume 'Data:' the following needs to be specified:
1. Host Address - TCP/IP Address of the NetWare® Server (or Host name if a DNS server is resolving it - note that for a host name, underscore characters in the name are not supported).
2. File Path - share
3. User ID - User name with appropriate rights
4. User Password defined as the simple password for the above user.
Scan to SMB to the CIFS share on the NetWare® Server should work normally.
SPECIAL NOTE : Solution contribution by David Holt, District Service Manager/Midwest Region

Solution ID TAUS1000052EN* **Solution Usage** 1

Description

Can't access account data using Terminal Server

Solution

SOLUTION:1. The computer account for the license server must be a member of the Terminal Server License Servers group in the domain. If the license server is installed on a domain controller, the Network Service account must also be a member of the Terminal Server License Servers group.

2. Because TS Licensing Manager cannot dynamically update the number of TS Per User CALs that are currently issued and available, those columns are left blank in some areas of TS Licensing Manager. Instead there is a Generate Report hyperlink that takes you to this topic. In the Report node, you can view information from reports that have been created, but that information is specific to the date and time when the report was created.

3. In Windows Server2008, you can use the TS Licensing Manager tool to create (generate) reports to track the Terminal Services Per User client access licenses (TS Per User CALs) that have been issued by a Terminal Services license server. TS Per User CAL tracking and reporting is supported only in domain-joined scenarios becausethe information about the TS Per User CAL that has been issued to a user is stored as part of the user account in Active Directory Domain Services (ADDS).

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS1000166EN* **Solution Usage** 1

Description

Status notification email from the machine does not include location.

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Solution

CAUSE: Location must be enter at the machine under the HTTP server settings.

SOLUTION: Tohave the location listed on the status notification emailperform the following:

1. Enter Administrator Mode.
2. Select "Network Settings".
3. Select "HTTP server Settings".
4.Use the forward arrow to advance to screen 2.
5. Select "Printer information" button and enter the requisiteinformation.
6. Save and exit.

Location will now be listed on the email from the machine.

SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS1000240EN* **Solution Usage** 1

Description

When printing to the machine what can cause it to jam in the finisher exit section on the third set when making 3 sets or moreonly whenduplex, staple and punch is selected?

Solution

This particular machine jamming issue has been addressed with Special Firmware version 18-C1. Please install Special Firmware Version 18-C1 to resolve the incorrect display of a jam in the finisher exit section.
The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contributed by Phil Klinger, KMBS/Raleigh

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Solution ID TAUS1000825EN* **Solution Usage** 1

Description

When trying to scan to external memory (USB), the buttons "Save a document to external memory" and "Save a document from external memory to a user box" are missing.

Solution

CAUSE: When user authentication is enabled, the defaults for scanning to USB are disabled for all users.

SOLUTION: "Save to External Memory" and "Read the Stored Document in External Memory" must be enabled, to do so perform the following:
1. Select "Administrator Settings"
2. Select "User Authentication/Account Track"
3. Select "User Authentication Settings"
4. Select "Administrative Settings"
5. Select "Default Function Permission"

Note: Although it may appear that the machine is not setup for user authentication, the machine might be logged in under the public user. To verify this, press the "Access" button. If doing this takes you to a login screen, user authentication is enabled.\

SPECIAL NOTE: Solution contribution by Randy Marquardt, Workgroup/SSD

Solution ID TAUS1000964EN* **Solution Usage** 1

Description

When trying save a favorite setting under the print driver, useris unable to save different output options as favorites.

Solution

This is the standard operating procedure for the driver. The output method will always default back to print after using the driver.

SPECIAL NOTE: Solution contribution by Randy Marquardt, Workgroup/SSD

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Solution ID TAUS1002287EN* **Solution Usage** 1

Description

How to set up an MFP for a CAC/PIV environment using special PKI firmware.

Solution

Utilizing the ActivClient™ functionality on Konica Minolta bizhub MFPs requires special firmware, loadable device drivers, special printer drivers, and installation procedures to provide guaranteed support for all historical versions of CAC Smart Cards using the AU-211P.ActivClient™ supports all current and future CAC profiles. The following card types are supported:

Gemalto© (32K, 64K)

Oberthur© (32K, 64K)

CAC v1

CAC v2

GSCIS

PIV Transitional

PIV End-state
Please refer to the attachedupgrade instructions.

bizhub 361/421/501 and bizhub 601/751

bizhub C203/C253/C353

bizhub C220/C280/C360, bizhub C452/C552/C652 and bizhub423/363/283/223
To view a PDF, you may need to download a free copy of Adobe Reader®.

Notes :
1.The special version firmware, printer drivers and documents are available via the Konica Minolta Download Selector.On www.MyKonicaMinolta.com , access the Selectorfrom SSD Web Support (CS Expert Support) by clicking on "Download MSDS, Drivers, Firmware and more". Then Select Solutions a AU-211P CAC/PIV to download the needed File Type.
IMPORTANT : THIS FIRMWARE IS ONLY FOR A CAC/PIV ENVIRONMENT.DO NOT INSTALL THIS FIRMWARE ON non-CAC/PIV MFPs.
2. During the installation of this firmware and loadable device driver, various error codes will be indicated. These are notvalid error codesrequiring troubleshooting; however,it is necessaryto follow the outlined procedures in the exact order to properly complete the installation.
3. Ifa service center is scheduled to install or maintain a CAC/PIV enabled MFP, then it is strongly recommended that the servicing person complete the Learning Place webinars related to this technology.
KMBS Webinars are available online at The Learning Place, which can be accessedon www.mykonicaminolta.com .

Common Access Card/Personal Identity Verification Solution WBT for Machine Technicians, 702 - Service - TCCACTWBT1v1

Common Access Card/Personal Identity Verification Solution WBT for Systems Integrators, 702 - Service - TCCACAPWBT1v1

bizhub C353/C253/C203 for PKI Card System Security Function, 702 - Service - C353PKTTWBTv1
4. Overview and sales-related materials for the KMBS CAC/PIV Card System, along with other security features, can be found at http://kmbs.konicaminolta.us/content/products/subcategories/as_security.html .
5. Generic CAC Info can be found at http://www.cac.mil/CardInfo.html .
SPECIAL NOTE : Solution contribution by Stu Dern, ESS

Solution ID TAUS1002391EN* **Solution Usage** 1

Description

Scan to Me/Scan to Home support enhancements including DFS support.

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Solution

Several enhancements have been made to Scan-to-Me andScan-to-Home support:
bizhub 601/751

"LDAP search"defaults to anE-mail address instead of a fax number
"Direct Input" is enabled at all functions
"Address Book" is enabled at all functions
"Box" functionis enabled
"Mode memory" is enabled to register destination
DFS support
To use these enhanced features, pleaseinstallspecial firmware version GUD-20. After installing,enable the following soft switches:
DIPSW 38-1: bit1 (ON) 0x02
DIPSW 41-4: bit 1 (ON) 0x10
DIPSW 41-2: bit 1 (ON) 0x04 for DFS Support
Note : If combining features, add the HEX notation. (e.g., 41-2 and 41-4, bits set to 1 (ON) 0x14).

bizhub 361/421/501

"Direct Input" was enabled at all functions
"Address Book" was enabled at all functions
DFS support
To use these enhanced features, pleaseinstallspecial firmware version GWL-21. After installing,enable the following soft switches:
DIPSW 38-1: 1 (ON) - Direct Inputenabled at all functions
DIPSW 41-4: 1 (ON) - Address Bookenabled at all functions
DIPSW31-2: 1 (ON) - Scan to DFS (SMB) support
Note : Thefirmwareis available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS0648258EN* **Solution Usage** 0

Description

How to set the default mode for Copy, Scan, or Fax

Solution

To set the default mode, perform the following:
1. Select [Utility].
2. Select [2. User Setting].
3. Select [3. Initial Setting].
4. Select [Current Setting].
5. Select [OK].
6. Select [Close].
7.Select [3. Administrator Setting].
8. Enter the administrator password (12345678); then select [OK].
9. Select [1. System Setting].
10. Select [9. Reset Settings].
11. Select [1. System Auto Reset].
12. Select the desired default screen (Copy, Scan, or Fax) and select [OK].
13. Select [Close] 4 times to return to the main copy screen.
14. Power the machine off and on using the Sub Power switch on the operation panel.

Note: Scan and Fax are combined on the 601 and 751.

SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0800400EN* **Solution Usage** 0

Description

Preventing the write from crashing on the AS/400®.

Solution

In order to prevent the write from crashing on the AS/400® read the following IBM bulletin.

Timeout Settings in the Operating System Printer Device Description

Settings in the printer device configuration in operating system that can cause writers to end are the Inactivity timer and Activation timer.
The recommended setting for Inactivity timer should be set at some value other than *NOMAX so that the connection will be closed during periods of no activity. Even if not sharing on the network, *NOMAX can cause problems with the writer connection.
The Activation timer should be set to a value large enough to prevent posting of intervention errors due to TCP/IP transmission delays and printer processing

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delays. The default setting of 170 seconds is usually large enough to accomplish this unless you send large files to a printer with a slow processor that has a lot of memory. Increasing the activation time will prevent unwanted intervention errors but that time will have to pass before you will get a desired intervention error.
Note that intervention errors do not stop the print process. If the Printer Error Message parameter in the Device Description for the writer was set to *INQ , then the intervention will require an operator input to retry or to cancel the writer.
(At R370, the Printer Error message is not recognized on ASCII printers. Change the User defined options parameter to ERRMSGINFO).
If the Printer Error Message parameter was set to *INFO , then the driver will continue to retry until the connection has been established or the TCP/IP has closed the socket or, in the case of a slow printer processor, the proper response is obtained which is either the printer is on-line or that the printer has received all the data. If the connection was eventually successful, the intervention message will be attempted to be removed from the message queue, and process will continue.
Please set the Printer Error Message to *INFO and the User Defined options to ERRMSGINFO.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0900448EN* **Solution Usage** 0

Description
Recommended USB flash ("thumb") drives to update firmware.

Solution
The following table lists the recommended USB flash ("thumb") drives to update firmware.

Manufacturer	Product Name	Model Number	Memory Size
TOSHIBA	-	U2J-001GT	1GB
SONY	POCKET BIT	USM512J	512MB
BUFFALO	-	RUF2-E1GL-BL	1GB
LEXAR	-	JDSEP1GB-860	1GB

Notes :
1. USB memory might be changed in the specification or discontinued by the manufacturer. Therefore please locate and use a USB "memory stick" that can be obtained locally. The above is only for reference.

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2. For ISW details using USB memory, please refer to the Service Manual.
3. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0902691EN* **Solution Usage** 0

Description

What is CAC and PIV?

Solution

The Common Access Card (CAC) is a United States Department of Defense (DoD) smart card standard that is used as a general identification card as well as for authentication to enable access to DoD computers, networks, and certain DoD facilities.
This includes access by Multi-Function Printers (MFP). Konica Minolta has co-developed a Common Access Card System that meets the most technically aggressive requirements for user access and authentication to bizhub MFPs.
The Personal Identity Verification (PIV) Card is a United States Government Agency (Non-DoD) smart card standard that is used as a general identification card as well as for authentication to enable access to DoD computers, networks, and access to DoD facilities. This includes access by Multi-Function Printers (MFP).
Konica Minolta has co-developed a Common Access Card System that meets the most technically aggressive requirements for user access and authentication to bizhub MFPs.For additional information please see the attached documentation. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0902999EN* **Solution Usage** 0

Description

Part numbers for the Punch Kit (PK) Driving BoardROM assembly.

Solution

PK-503 PDB ROM assembly (p/n 15KJ R701 00)
PK-504 PDB ROM assembly (p/n 15KA -951 0)
PK-505 PDB ROM assembly (p/n 15KY H510 00)

Solution ID TAUS1000068EN* **Solution Usage** 0

Description

Integrated Equitrac© for Konica Minolta supported models and firmware.

Solution

Notes :
1.Make sure you have OpenAPI set to Allow and SSL ON .
2. Not all card readers or card types are supported.
3. The attached setup guidecontains theprocedures to set up Equitrac© to integrate into the MFP.To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0700208EN* **Solution Usage**

Description

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How to set the universal tray for 12x18 inch paper.

Solution

To set the universal tray for 12 x 18 paper, perform the following:

1. Press the Utility button.
2. Select User Settings.
3. Select System Settings.
4. Select Paper Tray Settings
5. Select Paper Type.
6. Select Paper Size.
7. Select Custom Size and enter the correct size.

SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0700469EN* **Solution Usage**

Description

How to set up Auto Paper Tray Switching

Solution

To set up Auto Paper Tray Switching, perform the following:

1. Press the [Utility/Counter] key on the copier.
2. Select Number 2 User Setting.
3. Select Number 1 System Setting.
4. Select Number 3 Paper Tray setting.
5. Select Number 2 Auto Tray Select Setting (highlight all the Trays).
6. Setthe Tray Priority Levels then click OK.
7. Select Number 3 Auto Tray SwitchON/OFF to ALLOW.
8. Select Number 4 No Matching Paper in Tray Setting to: Switch Tray (Tray Priority).
9. Click OK when finished.

SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0700734EN* **Solution Usage**

Description

How to make a screen shot on Macintosh® OS X.

Solution

Creating a screen shot on Macintosh® OS X:

Taking a picture of the whole screen: Command-Shift-3

Taking a picture of part or region of the screen: Command-Shift-4 , and then drag the crosshair pointer to select the area.When you lift your finger from the mouse button, Macintosh® OS X will record that real estate and place a PNG file on your desktop.
Note : Please see the attacheddocument for details. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0702770EN* **Solution Usage**

Description

How to disable the charge and transfer/separation cleaning functions.

Solution

To disable the charge cleaning and transfer/separation cleaning functions, perform the following:
1. Enter the service mode and select System 2.
2. Select DipSW setting.
3.Change soft switch 3-3 to ON to disable the Charger cleaning function.

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4. Change soft switch 3-4 to ON to disable theT/S charger cleaning function.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0702889EN* **Solution Usage**

Description
Printing to a printer on a Microsoft® Windows XP PC from a Macintosh® OS version 10.3.

Solution
Please perfrom the step-by-step procedures mentioned in the attached PDF.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703062EN* **Solution Usage**

Description
RC-501 compatibility.

Solution
The RC-501 can only be installed on the bizhub PRO 920/950/1050/1050P/1050e/1050eP.
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0703647EN* **Solution Usage**

Description
How to have the output from Tray 1 rather thanfrom the bypass when printing from UNIX via ASCII dump.

Solution
To set the output tray to Paper Tray 1,perform the following:
1. Select the Utility/Counter key.
2. Select User Settings and then Printer Settings.
3. Select Paper Setting and then Paper Tray.
4. Change setting from Auto to Tray 1.
5. Be sure to restart theMFP for this setting to take effect.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0703650EN* **Solution Usage**

Description
Howto have the output duplexed whenprinting from UNIX via ASCII dump;all outputdouble-sided if possible.

Solution
To set the output tray to Paper Tray 1,perform the following:
1. Select the Utility/Counter key.
2. Select User Settings and then Printer Settings.
3. Select Paper Setting and then 2-Sided Print.
4. Change from OFF to ON.
5. Be sure to restart theMFP for this setting to take effect.

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SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0800433EN* **Solution Usage**

Description

IsMagneCote® paper or magnetic backed paper supported?

Solution

MagneCote® paperor magnetic backed paper is not supported.
SPECIAL NOTE : Solution contribution by Marge McLea, ProductionCustomer Support/SSD

Solution ID TAUS0800999EN* **Solution Usage**

Description

How to set the large capacity cassette tray for 11x17 paper. Moving the paper guides by loosening the thumb screws and setting for 11x17 paper does not work;the LCD on theMFP still indicates 8.5x11.

Solution

The paper size setting is a service-changed mode only and not recommended that an end user make this change. It is very important that the guides are set evenly to prevent binding and jamming of the paper being fed.
To change the paper size, reposition the paper feed guides making sure the position of the guides are such that paper being lifted does not bind on the paper guides. Also make sure the alignment of the guides is the same at the bottom of the paper stack as at the top.
To change the paper size indicated by the paper tray, enter the Service Mode, select System 2, select paper size setting and then tray and paper size set for that tray.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0801203EN* **Solution Usage**

Description

How to disable or turn down the volume of the beep sound heard after completion of a fax transmission.

Solution

Todisable or turn down the volume of the beep sound heard after the completion of a fax transmission, perform the following:
1.Press the Accessibility key.
2.Press Sound Setting.
3.Press Fax Completion Mode Volume Setting.
4.Select the Lower icon to decrease the beep sound.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801273EN* **Solution Usage**

Description

Where is the connector for the optional Key Counter located on this MFP? The Field Service Manual indicates the option on the schematic but fails to indicate where in theMFP the connector can be found.

Solution

The actual counter receptacle is located at the right side of theMFP in the upper right hand corner, just to the right of the rear scanner cable. Remove the right side cover (six silver screws). Remove the access plate (two screws, upper right). The 4-pin connector for the optional key counting device can be found here. Remove the black wire jumper and connectthe key counting receptacle or device.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0801362EN* **Solution Usage**

Description

ISIS scan support.

Solution

Driver support for ISIS scanning is not available. Thisappliesto all Konica Minolta devices, B/W MFPsand Color MFPs.
The TWAINscanner I/F standard is supported.Scannerapplications can support the TWAIN driver.

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The latestproductssupport OpenAPI whichcan expand scanner functions and connectivity to applications.
Note : ISIS isa scanner interface standard defined by EMC Captiva. Please refer to
http://en.wikipedia.org/wiki/Image_and_Scanner_Interface_Specification for more details.
SPECIAL NOTE : Solution contribution by KM Europe (BEU).

Solution ID TAUS0801738EN* **Solution Usage**

Description
FK-502, subject change for fax forwarding.

Solution
When forwarding to E-mail, the subject format can be selectedasfollows for Image Receiver Software.
Soft Switch number 28 =00 (hex)
FWD:[@@@] :FAX image from [**** :yyyy/mm/dd]
Note : @@@ represents the sender name registered in the MFP forwarding the fax job. When nothing is registered as the sender,subject of the E-mail will be blank.
**** represents the information of the fax sender.
SPECIAL NOTE : Solution contribution by Freddie Burnham and Ian Lynch, Production Print/SSD

Solution ID TAUS0802400EN* **Solution Usage**

Description
How many fonts can be downloaded and stored?

Solution
The machine can store 1000 or fewer fonts (downloaded fonts and resident fonts). The machine has 217resident fonts,thus,only782fontscan be downloaded.It is strongly recommended, though,thatall 782 fontsare NOT downloaded.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0900412EN* **Solution Usage**

Description
Can the machine be set so it will print without the key counter installed but have the key counter still functional for copy operations?

Solution
Yes, the machine can be set so it will print without the key counter installed but have the key counter still functional for copy operationsby settingDip SW 9 Bit 1 to a 0. Please use the following steps to set Dip SW 9 Bit 1:

1) Enter Service Mode
2) Choose System 2
3) Choose Dip SW Setting
4) For Dip SW enter 9
5) For Bit enter 1
6) Select 0
7) Press the Set key
8) Exit Service Mode

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0900431EN* **Solution Usage**

Description
MSDS information for drum, developerand toner.

Solution
Attached are the Material Safety Data Sheets for the bizhub 600/601/700/701, developer drum, developer and toner.
Notes :

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1. To open the ZIP file, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
3. The MSDS documentation is also available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0900452EN* **Solution Usage**

Description

Model indentification label of NVRAM.

Solution

It is important to be able to identify the bizhub 601/751 NVRAM. Please refer to the attached file for details. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
CAUTION : The NVRAM can be commonly used for all firmware versions of the bizhub 751/601. However, once a NVRAM is installed in the machine and the machine is powered up, that NVRAM is no longer useful for another machine.
As a general rule, swapping a NVRAM between different machines is not allowed. Never replace a NVRAM from different models and different firmware versions.

Solution ID TAUS0900580EN* **Solution Usage**

Description

How to increase the timeout value for a PageScope Web Connection session.

Solution

If the utility is used with the cache enabled and Administrator mode has timed out, the timed out page may appear even when PageScope Web Connection is accessed again. In addition, since the machine control panel remains locked and cannot be used, the machine must be restarted with the main power switch. In order to avoid this problem, disable the cache. To disable the cache:
Microsoft® Internet Explorer
1. On the "Tools" menu, click "Internet Options".
2. On the General tab, click the [Settings] button under "Temporary Internet files".
Note:On newer versions of IE (including v. 8) the [Settings] buttonis under "Browsing History."
3. Select "Every visit to the page", and then click the [OK] button.

Netscape® Navigator
1. On the "Edit" menu, click "Preferences".
2. Under "Category" on the left, click "Advanced", then "Cache".
3. Under "Document in cache is compared to document on network:", select "Every time".

Mozilla® Firefox
1. On the "Tools" menu, click "Options".
2. Click "Privacy", and then click the [Settings] button at the bottom of the dialog box.
3. Select the "Cache" check box under "Private data", select the "Clear private data when closing Firefox" check box under "Settings", and then click the [OK] button.
Note :On newer versions of Firefox, substitute the following for steps 2 and 3, above:
2.Click the "Privacy" tab and then select the "Clear history when Firefox closes" check box.
3. Click the [Settings] button next to "Clear history when Firefox closes" and select the "Cache" check box.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0900581EN* **Solution Usage**

Description

When printing to the machine why is the Date and Time printed on each page of the job?

Solution

The Date and Time will be printed on each page ofa print job if the Stamp setting for print jobs has been set to Apply. The Stamp setting for print jobs can be changed using the following steps:

1) Enter the Administrator Mode
2) Choose Security Settings.

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3) Choose Stamp settings.
4) Select Apply Stamps.
5) Choose "Do Not Apply" for Printing.
6) Exit the Administrator Mode

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0900762EN* **Solution Usage**

Description

What can cause an Error 503 Service Unavailable to be displayed in a web browser when trying to connect to the machine using PageScope Web Connection?

Solution

Cause:

AnError 503 Service Unavailablemay be displayed in a web browser when trying to connect to the machine using PageScope Web Connection if HTTP Server Settings have not been enabled on the machine.

Solution:

The HTTP Server Settings can be enabled using the following steps.

1) Enter the Administrator Mode.
2) Select Network.
3) Choose HTTP Server Settings.
4) Select ON.
5) Under PSWC Settings select ON.
6) Exit the Administrator Mode.

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0901459EN* **Solution Usage**

Description

Is it possible to track scanning using an external key counter such as a Hecon device?

Solution

No, external counters cannot be used to track scan jobs. To count scans, use the machine's internal account track function.

SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0901505EN* **Solution Usage**

Description

How to adjust the Message Display time.

Solution

To adjust the Message Display time, perform the following:
1. Press the Accessibility key.
2. Touch the [down-arrow] on the touchscreen.
3. Touch [1 Message Display Time] on the touchscreen.
4. Touch [3 Seconds] or [5 Seconds] on the touchscreen as desired by the customer.
5. Touch [OK] on the touchscreen.
6. Touch [Close] on the touchscreen.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0901507EN* **Solution Usage**

Description

How to print the Configuration Page when only the Standard Controller is installed.

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Solution

To print the Configuration Page, perform the following:
1. Press the Utility/Counter key.
2. Touch [2 User Settings] on the touchscreen.
3. Touch [5 Printer Settings] on the touchscreen.
4. Touch [7 Print Reports] on the touchscreen.
5. Touch [Confirmation Page] on the touchscreen.
6. Press the START key to output the Configuration Page.
7. Press the Restart key to return to the normal screen.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0901564EN* **Solution Usage**

Description

How to enable/disable Daylight Saving Time.

Solution

To enable/disable Daylight Saving Time, perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Settings] on the touchscreen.
3. Input the Administrator Password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [1 System Settings] on the touchscreen.
6. Touch [4 Daylight Saving Time] on the touchscreen.
7. Touch [Yes] or [No] on the touchscreen as desired by the customer.
8. Touch [Close] on the touchscreen.
9. Press the Reset key.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0901575EN* **Solution Usage**

Description

How to print booklets for MicroSoft Publisher 2003 onto legal size paper using a Windows driver.

Solution

To print booklets from MicroSoft Publisher 2003 perform the following:

In Publisher before creating the document:
1. Select File > page setup and under the layout tab select Full Page.
2. Under the Printer and Paper tab select a page size of 5.5 X 8.5 and save.
3. This will create a booklet that does not scale. If the booklet was already created image size may need to be adjusted on each page.

When printing perform the following:
1. Select File > Print and then select the printer properties.
2. On the basic tab select the paper size as 8.5 by 14.
3. On the layout tab select booklet.
4. On the finishing tab select center staple and fold.
5. Click OK and print.

SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0901713EN* **Solution Usage**

Description

Can user Box information be imported and exported?

Solution

User box information is unique to each machine and because of this, it cannot be imported or exported.

SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

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Solution ID TAUS0901809EN* **Solution Usage**

Description

How to program the TX Result Report printing frequency.

Solution

To program TX Result Report printing frequency, perform the following:
1. Press the Utility/Counter key.
2. Touch [3 Administrator Settings] on the touchscreen.
3. Enter the Administrator password (default password is 12345678).
4. Touch [OK] on the touchscreen.
5. Touch [8 Fax Settings] on the touchscreen.
6. Touch [7 Report Settings] on the touchscreen.
7. Touch [TX Results Report] on the touchscreen.
8. Touch [ON], [If TX Fails], or [OFF] on the touchscreen as desired by the customer.
9. Touch [OK] on the touchscreen.
10. Press the Reset key.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0902061EN* **Solution Usage**

Description

What is the key counter operation in a printing environment?

Solution

The bizhub 601/751 supports full key counter mode operation in printing environments.

There are two software DIP switches on the bizhub 601/751 that allow full access and counting operation when printing and using a key counter.

DipSW 9-1 = 1:This setting will stop print jobs when Key Counter is not installed. The job will be listed under the Job List as "Waiting". When a key counter is installed, thejob will print out.

DipSW 16-3 - 1:This setting allows all print jobs to be counted on the key counter.

These functions also apply to"Printing to User Box".

Refer to the attached DipSW information llist from the bizhub 751_601 Field Service manual.

SPECIAL NOTE: Solution contribution by Tony Pizzoferrato, ESS/BSE

Solution ID TAUS0902120EN* **Solution Usage**

Description

How to enable/disable printing when the PM count is reached.

Solution

To enable/disable printing when the PM count is reached, perform the following:
1.Press the Utility/Counter key.
2.Touch [Meter Count] on the touchscreen.
3.Touch [Check Details] on the touchscreen.
4.Press Stop-0-0-Stop-0-1.
5.Touch [System 2] on the touchscreen.
6.Touch [DipSW Setting] on the touchscreen.
7.Press the clear key [C] on the numeric keypad. Ensure that [Switch No] defaults to [1]. Use the numeric keypad to program the switch number to one if necessary.
8.Touch [Bit No] on the touchscreen.
9.Use the numeric keypad to program the bit number to four.
10.Touch [OFF (0)] on the touchscreen to enable the machine to continue printing when the PM count is reached or [ON (1)] to disable the machine from printing when the PM count is reached.
11.Touch [Set] on the touchscreen.
12.Touch [OK] on the touchscreen.
13.Touch [Exit] on the touchscreen.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

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Solution ID TAUS0902235EN* **Solution Usage**

Description

How to turn off Internet Fax on a bizhub 751.

Solution

To turn Internet Fax off / on from the operation panel, perform the following:

1. Enter the service mode by pressing the utility button
2.Press 'meter count'
3. Press 'check details'
4.Stop 0,0 stop 0,1
5. Select System 2
6. Select Network settings.
7. Select Internet fax on/off.

SPECIAL NOTE: Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID TAUS0902272EN* **Solution Usage**

Description

Are the bizhub 600/750 and bizhub 601/751 Fusing Units interchangeable?

Solution

No, the bizhub 600/750 and bizhub 601/751 Fusing Units are not interchangeable. The part number for the bizhub 600/750 fuser is (p/n 57AA-5300). The Part number for the bizhub 601 fuser is (p/n 57BE-5300) and the part number for the bizhub 751 fuseris (p/n 57AE-5300).

SPECIAL NOTE: Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0902295EN* **Solution Usage**

Description

Why is the fold off by ¼" only when center and folding from the PI-504?

Solution

The fold will be off by a1/4 inch only when center and folding from the PI-504 if the Cover Sheet adjustment for the PI has not been carried out.Please use the following steps to carry out the Cover Sheet adjustment for the PI.

1. Enter Service Mode.
2. Select Finisher.
3. Select Cover Sheet Feeder Adj.
4. Choose Upper Tray.
5. Install 8.5x11 landscape in the upper tray and close the guides on the paper.
6. Press Start and wait for the OK to be displayed.
7. Choose Lower Tray.
8. Install 8.5x11 landscape in the lower tray and close the guides on the paper.
9. Press Start and wait for the OK to be displayed.
10. Press OK.
11. Exit the Service Mode.

SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0902325EN* **Solution Usage**

Description

ZU-605, revised Multi codes for SD1 and SD2 and DIP switch 24 setting clarification.

Solution

When performing the Output setting in the Service Mode for ZU-605 SD1 and SD2 the Multi codes are incorrect (switched). The DIP switch 24 setting explanation is unclear pertaining to the "number limit".

Note : Please see attached documentation forrevisionsto the Service Manual. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE : Solution contribution by Craig Blyther, ESS

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Solution ID TAUS0902763EN* **Solution Usage**

Description

OUI list for KMBS products

Solution

The first three octets (in transmission order) of the MAC Address identify the organization and are known as the Organizationally Unique Identifier (OUI). Some customers may want these numbers toadd KMBS productstoan exception list.

The attached file lists the OUI ofpopular models. If OUIs for other models are needed,establish a new ticket for the request.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by Stu Dern, ESS

Solution ID TAUS0902774EN* **Solution Usage**

Description

How to enable/disable PS Error Report printing.

Solution

To enable/disable PS Error Report printing, perform the following:
1.Press the Utility/Counter key.
2. Touch [2 User Settings] on the touchscreen.
3.Touch [5 Printer Settings] on the touchscreen.
4.Touch [4 PS Setting] on the touchscreen.
5.Touch [Print PS Errors] on the touchscreen.
6.Touch [ON] or [OFF] as desired by the customer.
7.Touch [OK] on the touchscreen.
8.Press the Reset key on the control panel to return to the default screen.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0902917EN* **Solution Usage**

Description

How to enable/disable PS Error Reports printing.

Solution

To enable/disable PS Error Reports printing, perform the following:
1. Press the Utility/Counter key.
2. Touch [2 User Settings] on the touchscreen.
3. Touch [5 Printer Settings] on the touchscreen.
4. Touch [4 PS Setting] on the touchscreen.
5. Touch [Print PS Errors] on the touchscreen.
6. Touch [ON] or [OFF] as desired by the customer.
7. Touch [OK] on the touchscreen.
8. Press the Reset key on the control panel to return to the default screen.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0903014EN* **Solution Usage**

Description

What types of files can be printed directly from a USB thumb drive?

Solution

The file formats supported for USB printing are XPS, PDF, Encrypted PDF, and TIF.
Note :To print from a USB thumb drive, the HD-510 (Item #A0P7WY1) and the IC-208 (Item #A0P90Y1) are required.

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SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0903019EN* **Solution Usage**

Description

What products are compatible or certified for use with Cerner© healthcare software solutions?

Solution

As of 11/17/2009, the following products have been certified for use with Cerner© Millennium® applications version 2005.02.06 and above:

bizhub C652/C552/C452

bizhub 751/601

bizhub 501/421/361

bizhub 362/282/222
...using the following operating systems:

IBM AIX® version 5.3 – ML 3 and above

OpenVMS® version 7.3 – 2 and above

Microsoft® Windows Server 2003

Microsoft® Windows XP – Service Pack 2
Attached Marketing Bulletin Number 09-GB-085 references this compatibility. Also, please refer to attached Cerner© documentation. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html.
Additional info can be found on mykonicaminolta.com under the Products => Product Reference Materials => Select Category & Model => Product Marketing Materials => Sales Tools section of the respective product.
SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS

Solution ID TAUS1000105EN* **Solution Usage**

Description

What are the required options to enable PDF/TIFF/XPS direct print on PageScope Web Connection?

Solution

Required options are the HD-510 (Item #A0P7WY1) and the IC-208 (Item #A0P90Y1).
SPECIAL NOTE : Solution contribution by KM Europe (BEU)

Solution ID TAUS1000169EN* **Solution Usage**

Description

When printing from an external USB drive the MFP indicates to load paper into bypass tray.

Solution

CAUSE: Incorrect setting in the printer settings of the user mode

SOLUTION: Press Utility -> Printer Settings -> TIFF image paper setting, change Paper Selection from Auto (default) to Priority Paper Size.

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SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS1000170EN* **Solution Usage**

Description
What version of PDF is supported for scanning and printing?

Solution
Scan-to-HDD, Scan-to-Email, Scan-to-FTP, and Scan-to-SMB support PDF version 1.4.
The controllersupportw PDF version 1.4 for the Direct Print function.

SPECIAL NOTE: Solution contribution by Stu Dern, ESS

Solution ID TAUS1000196EN* **Solution Usage**

Description
Unable to create or edit a one-touch destination when not logged into administrator mode.

Solution
Cause: " Registering and Changing Addresses" is set to "Restrict" in the Administrator Settings

Solution: To change address restriction setting please perform the following:

1. Log into Administrator Mode.
2.Select System Settings.
3. Select Restrict User.
4. Select Restrict Access To Job Settings.
5. Change "Registering and Changing Addresses" from "restrict" to "allow".
6. Exit out of "Administrator Mode".

SPECIAL NOTE: Solution contribution by Stephen Schmelcke, Workgroup/SSD

Solution ID TAUS1000356EN* **Solution Usage**

Description
How to display the HDD capacity on the touchscreen.

Solution
To display the HDD capacity on the touchscreen, perform the following:
1.Press the Utility/Counter key.
2.Touch [3 Administrator Settings] on the touchscreen.
3.Input the Administrator Password (default password is 12345678).
4.Touch [OK] on the touchscreen.
5.Touch [0 Security Settings] on the touchscreen.
6.Touch [6 HDD Settings] on the touchscreen.
7.Touch [1 Check HDD Capacity] on the touchscreen. The used space, total capacity and space left will be displayed on the touchscreen.
8.Touch [Close] on the touchscreen.
9.Press the reset key to return to the normal screen.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

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Solution ID TAUS1000375EN* **Solution Usage**

Description

How to program the Copy, Print, Print Reports and Fax output tray.

Solution

To program the Copy, Print, Print Reports and Fax output tray, perform the following:
1.Press the Utility/Counter key.
2.Touch [3 Administrator Settings] on the touchscreen.
3.Input the Administrator Password (default password is 12345678).
4.Touch [OK] on the touchscreen.
5.Touch [1 System Settings] on the touchscreen.
6.Touch [2 Output Settings] on the touchscreen.
7.Touch [2 Output Tray Settings] on the touchscreen.Copy, Print, Print Reports and Fax will be displayed on the touchscreen with the available programmable output trays depicted.
8.Touch the desired output tray for the exit of Copies, Prints, Print Reports and Faxes as desired by the customer.
9.Touch [OK] on the touchscreen.
10. Press the Reset key to return to the normal screen.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS1000394EN* **Solution Usage**

Description

How to enableProof Copy mode with Separate Scan when equipped with a mechanical key counter.

Solution

SOLUTION: Download and install special firmware version GUC-19. The filename is
751_601us_m1g1900uc.exe. This firmware allows the Proof Copy mode to function when Key Counter Only is enabled.

Follow these steps:
1. Enter Service Mode.
2. Go to Billing Setting Mode.
3. Touch the Management Function Setting button.
4. Set to Key Counter Only.
Refer to the attached DLBT1000623EN00.pdf for a complete list of enhancements provided in this special firmware.

Note 1: The firmware is available for download via the Konica Minolta Download Selector..
1. Login in via www.mykonicaminolta.com
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.

Note 2: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE: Solution contribution by Stu Dern, ESS

Solution ID TAUS1000397EN* **Solution Usage**

Description

What are the different partitions used for on the HDD?

Solution

The following data is stored in each partition:

Partition 1 is used for Data related to Printer (Fonts/spooling space).
Partition 2 is used for Data related to the box (System/User box).
Partition 3 is reserved space (for next expansion of functions).

SPECIAL NOTE: Solution contribution by David Silverstein, Workgroup/SSD

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Solution ID TAUS1000507EN* **Solution Usage**

Description

How to use the Universal Printer Driver to see printers on multiple subnets.

Solution

CAUSE:The original Universal Printer Driver (UPD) did not use unicast to be able to see printers on other subnets.

SOLUTION:Download the Special Universal Printer Driver (PLC/Version 1.2.0.EIT1_07).This driver does support unicast and can see printers on other subnets. The attached file contains specifc OS details and known restrictions for this driver.

Note:To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS1000688EN* **Solution Usage**

Description

ICP list for the bizhub 601/751

Solution

Please review the attachedICP list for thebizhub 601/751.
To view the attached document, Microsoft® Excel® or Excel® Viewer must be installed. Excel® Viewer 2003 (9.9MB) can be obtained free from Microsoft® at the following URL;
http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN .

SPECIAL NOTE: Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID TAUS1001039EN* **Solution Usage**

Description

How to lock the paper traysto preventunauthorized use.

Solution

KMBS does not offer this solution directly.Marketing Data Solutions has developed a universal cable lock product.Please contact MDS directly for this type of product.

Jeffrey W. Rasa
Marketing Data Solutions, Inc.
Office Direct: 508-528-7323
Fax Direct: 508-553-0925
email: jeff.rasa@marketingdatasolutions.com
Web: www.marketingdatasolutions.com
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS

Solution ID TAUS1001207EN* **Solution Usage**

Description

Is it possible to print on envelopes?

Solution

Envelope printing or copying is not supported from any tray, including the bypass. Please refer to the attached Media Guide, page63 for details. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Don St. Onge, Workgroup/SSD

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Solution ID TAUS1001339EN* **Solution Usage**

Description

Printer driver for Microsoft® Windows Server 2008 R2.

Solution

For Microsoft® Windows Server 2008 R2, you may use the printer driver for Microsoft® Windows Server 2008.TheMicrosoft® Windows Server 2008 driver wasinstalledin a Microsoft® Windows Server 2008 R2 environment and the functionality was checked.It functioned properly.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS1001548EN* **Solution Usage**

Description

How to store and recall Forms and Overlays.

Solution

For a more efficient workflow, it is possible to send a form or other image data to the MFP's HDD one time using the Pagescope Data Administrator Font Management Utility plug-in, and then call the form/overlay as a Macro for each name and address. This workflow results in the printer driver only sending the macro call, name, and address information across the network, using the stored form data at the MFP. This saves time, space, and network bandwidth.

This type of workflow can be advantageous for processing tax forms, shipping forms, invoices, brochures and any other single- or multiple-page form that uses variable data. The explanation below presents the simplified concept of storing and retrieving forms.

Store the form
To store the form or overlay data permanently on the MFP HDD, use Konica Minolta's Font Management Utility (FMU). This utility is part of the Pagescope Data Administrator (PSDA) application suite. PSDA must be installed first; theninstall the Font Management Utility plug-in.
An advanced programmer could use the Macro command to write the file to the MFP's HDD, but this solution only addresses storing the file on the MFP's HDD using the Font Management Utility due to the convenience the utility offers.

Call the form
To 'call' the form or overlay, insert a PCL Macro command in the actual data file.

This workflow solution was confirmed using theseapplications:

Pagescope Data Administrator Version 4.1.11000 (includes DeviceSet-up)
Pagescope Font Management Utility Version 2.6.01000
The applicationsare available for download via the Konica Minolta Download Selector.
1. Login in via www.mykonicaminolta.com
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.

Notes:
1. For a complete list of MFP models and OS versions supported, refer to the attached file DLBT0902062EN00.pdf.
2. The application requires Microsoft .NET Framework. See the attached file DLBT0902062EN00.pdf for details.
3. For explicit instructions, refer to the attached file 'How to Store and Recall Forms and Overlays.pdf', which includes screen shots.
4. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by Stu Dern, ESS

Solution ID TAUS1001798EN* **Solution Usage**

Description

Integrated eCopy™ supported Operating Systems.

Solution

eCopy™ ShareScan® Services Manager
Each site requires at least one PC to run the ShareScan® Services Manager and each Manager can support multiple multifunction devices.
Note : The ShareScan® Services Manager must be installed on its own designated machine.

Operating Systems
The ShareScan® Services Manager supports the following operating systems:

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Operating System

Comment

Windows ® XP Professional

with the latest service packs and critical updates

Windows ® 2003 Server

with the latest service packs and critical updates

Windows ® Vista Business Edition

with the latest service packs and critical updates

Windows ® Vista Enterprise Edition

with the latest service packs and critical updates

Microsoft Windows ® 2008 Server

with the latest service packs and critical updates
Note : The ShareScan® Administration Console and the ShareScan® Services Manager cannot be installed on Linux, Solaris®, or Macintosh® operating systems.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS1002009EN* **Solution Usage**

Description
Can User Authentication be used with a coin-op for copying?

Solution
User Authentication cannot be used with a coin-op for copying. When User Authentication is enabled the key counter function is disabled.
SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS1002018EN* **Solution Usage**

Description
When trying to register devices through PSES Device Manager, An authentication error occurs.

Solution
CAUSE: The WebDAV Server password has become corrupt.

SOLUTION: Thepassword under "Device Management - Device Information Setting - Authentication Settings - Password" in PSES Device Manager, must match the password under "Administrator Settings - Network Settings - WebDAV Settings - WebDAV Server Settings - Password Setting".

Reset the WebDAV passwordback todefault (sysadm)by performing anetwork settings clear in service mode.Then put the password sysadm into PSES.

SPECIAL NOTE: Solution contribution by Randy Marquardt, Workgroup/SSD

Solution ID TAUS1002030EN* **Solution Usage**

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Description

Can user boxes be set to auto delete a document directly after it is retrieved?

Solution

Yes. The machine can be set to auto delete documents directly after retrieving the document. Please use the following steps:

1. Administrator Settings
2. System Settings
3. User Box Settings
4. Document Hold Settings
5. Make sure it is set to "NO".

SPECIAL NOTE: Solution contribution by Randy Marquardt, Workgroup/SSD

Solution ID TAUS1002064EN* **Solution Usage**

Description

How to install a printer in Linux.

Solution

Installation procedure

1. Copy PPD file for Linux CUPS to:
   /usr/share/cups/model
2. Select [Terminal] from Main Menu a [System Tool].
   Note : For SuSE Linux, go to [Computer] a [More Application] a [System] a [GNOME Terminal]
3. Input:
   /etc/init.d/cups restart
4. Quit Terminal.
5. Activate the browser.
6. Input http://localhost:631 as theURL and click [Manage Printers] a from [Administration].
7. Click [Add Printer] to add printer. (or select Add This Printer if thePPD is already installed)

When printing with OpenOffice, the following needs to be set as well.

1. Copy PPD file for OpenOffice to:
   /usr/share/cups/model
2. Select [OpenOffice.org Printer Setup] from Main Menu a [Office].
3. Click [New Printer].
4. Make sure [Add a printer] is selected then click [Next].
5. Click [Import] on [Choose a driver] screen.
6. Input /usr/share/cups/model in the driver directory and select [KONICA MINOLTA *** OpenOffice PPD] for the driver.
7. Click [OK].
8. Select [KONICA MINOLTA *** OpenOffice PPD] and click [Next].
9. Add the printer name registered on CUPS to the command line and click [Next]. (e.g., lpr -P "KONICA MINOLTA 1050 PS(P))
10. Set the printer name and click [Finish].

How to check version

Open the PPD file with a text editoror similarand file version is displayed next to * File Version . (e.g., *File Version: 30000.0000)

Operation environment

For Linux CUPS: CUPS version 1.1.17 or later
For Linux OpenOffice: OpenOffice version 1.0.2 or later

Operation confirmed OS

Red Hat Linux 9
SuSE Linux 8.2
Red Hat Enterprise Linux WS Standard version 4

Additional Information

1.The attached video shows how to add a Linux printer. To view the video, you may need to download a free copy of Windows® Media Player.

2. Also, please refer to attached documentation. To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS1002139EN* **Solution Usage**

Description

Howto hold over scan destinations from one job to the next.

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Solution

To keep the same scan destinations from one job to the next, perform the following:
1. Enter the Administrator mode.
2. Select System Settings .
3. Select Reset Settings .
4. Select Job Reset .
5. Select Next Job .
6. Select Reset Data After Job and set it to Confirm with User .
7. Exit the Administrator mode.

Note : This will result in the user being prompted whether to keep the same settings or not.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS1002161EN* **Solution Usage**

Description

Which models are ISO 15408 compliant?

Solution

The official security-based certification standard for digital office products is the international standard generally known as Common Criteria. The official international designation for this security standard is ISO 15408.
Refer to the attacheddocument listing all Konica Minolta models that have achieved the ISO 15048 EAL 3 certification as of October, 2010. The list does not include devices that may be in the certification process.

Note : To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Stu Dern, ESS

Solution ID TAUS1002219EN* **Solution Usage**

Description

Which machines support anonymous LDAP authentication when using the AU-211P, and what level of firmware is needed?

Solution

Machines supported and firmware levels required (see attached):

bizhub 223/283/363/423firmware level 24

bizhub 601/751 firmware level 18-R1

bizhub C220/C280/C360 firmware level GM0-31

bizhub C452/C552/C652 firmware level GM0-31

bizhub 361/421/501 firmware level 20-GW7
The option to select anonymous authentication for LDAP will be available after flashing to any of the above firmware levels.

Notes :
1.As of now, the bizhub C203/C253/C353 machines do not support anonymous LDAP authentication.
2. The latest version firmware is also available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE : Solution contribution by Stephen Schmelcke, Workgroup/SSD

Solution ID TAUS1002230EN* **Solution Usage**

Description

How many sheets can the PI-504/FS-610 tri-fold when using offline finishing?

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Solution

The following are the specifications for offline tri-folding.

3 sheets (16lb to 21¼lb)
1 sheet (21½lb to 24lb)
SPECIAL NOTE : Solution contribution by Stephen Schmelcke, Workgroup/SSD

Solution ID TAUS1002259EN* **Solution Usage**

Description

Why Tri-Fold cannot be selected on the PI-504.

Solution

Tri-Fold will not be able to be selected on the PI-504 if the Cover Sheet Tray Size adjustment has not been carried out. The Cover Sheet Tray Size adjustment can be completed using the following steps:

1. Enter Service Mode.
2. Select Finisher.
3. Select Cover Sheet Feed Adj.
4. Choose the Upper or Lower tray.
5. Place a sheet of 8.5x11 Landscape paper in the tray selected and press Start.
6. Carry out steps 4 and 5 to complete the adjustment for the other tray.
7. Select OK and exit the Service Mode.

SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS1002296EN* **Solution Usage**

Description

What is requiredto installthe AU-201H Proximity Card Authentication Unit?

Solution

Hardware Requirements

HD-510 Hard Disk Drive (Item #A0P7WY1)

WT-504 Working Table (Optional - Item #A0PWWY)
Driver/Firmware Requirements

bizhub 601/751 AU-201H Loadable Driver (Loadable_a001g040000.zip)

iOption Firmware (751_601us_m1g200000.exe)
SPECIAL NOTE : Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS1002374EN* **Solution Usage**

Description

HPOS (HP® Output Server) compatibility.

Solution

HP® Output Server (HPOS) is a network program designed to enable centralized management of tracking and controlling documents. It provides real-time notification of device malfunctions or job interruptions.

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The following models and firmware have been tested with HPOS.Before installing, refer to the Release Notes for the firmware, and set the appropriate DIP switches.

bizhub 361/421/501:version GVX-20
DIPSW 8-7 0x01: No Timeout mode

bizhub 601/751:version GUG-19
DIPSW 41-0 0x01: No Timeout mode

bizhub C203/C253/C353:version GWL-R6
Switch No.61 to 0x08 is the function for readback status

bizhub C451/C550/C650:version GWL-R6
Switch No.61 to 0x08 is the function for readback status

bizhub C452/C552/C652:version GC8-59 or current
Switch No.61 to 0x08 is the function for readback status

bizhub C220/C280/C360:version GC8-59 or current
Switch No.61 to 0x08 is the function for readback status

bizhub C552DS/C652DS: current version (from product introduction)
No DIP switches need to be enabled.
Note : Thefirmware is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS1002498EN* **Solution Usage**

Description

Different Overall Control Board (OACB) CF card part numbers.

Solution

Part numbers for CF card are as follows (based on firmware version):

SPECIAL NOTE : Solution contribution by KM Europe (BEU)

Solution ID TAUS1100097EN* **Solution Usage**

Description

PageScope Authentication Manager Print-Without-Password drivers.

Solution

Normally, when printing to an MFP managed by PageScope Authentication Manager (AuM) 2.x (requiring External Server Authentication to an Active Directory (AD) Server), it is necessary to enter the credentials of an AD user into the driver's “Enhanced Server” or “Relay Server”settings.
Note : “Enhanced Server Settings” or “Relay Server Settings” will display in the driver’s Authentication/Account Track setting, when an MFP is managed by AuM. Whether “Enhanced Server” or “Relay Server” displays in the driver depends on MFP model type.
Special drivers have been released with the functionality of making it unnecessary to enter credentials in the driver. The Windows Active Directory username of the user logged into the PC/Client will auto-populate the driver’s “Enhanced Server Settings” or “Relay Server Settings”.
Note :The password will not be displayed and these settings cannot modified.
It is also necessary to edit two .xml files on the PSES server to enable this functionality.

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Please refer to attached “How To Enable Print Without Password On PSES Server".
Note : Although this document refers to PageScope Authentication Manager (AuM) 1.3, this setting still must be configured for PageScope Authentication Manager 2.0 versions.
Please see attached "PageScope Authentication Manager Print without Password Drivers"for further details.
The following drivers have been released to support this functionality and will be provided upon request.
Note : If additional MFP models, Operating Systems and/or WHQL support are required, please submit a Product Change Request Form to SSD.

WHQL Drivers
Postscript

bizhub 423/363/283/223 - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86 and x64)

bizhub 751/601 - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86 and x64)

bizhub C360/C280/C220 - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86 and x64)

bizhub C652/C652DS/C552/C552DS/C452 - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86 and 64)
PCL

bizhub 423/363/283/223 - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86 and x64)

bizhub 751/601 - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86 and x64)

bizhub C360/C280/C220 - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86 and x64)

bizhub C652/C652DS/C552/C552DS/C452 - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86 and x64)
Non-WHQL Drivers
Postscript

bizhub 361/421/501 (IC-207) - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86 and x64)

bizhub 423/363/283/223 - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86 and x64)

bizhub 751/601 (IC-208) - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86 and x64)

bizhub C353/C253/C203 - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86)
PCL

bizhub 361/421/501 (IC-207) - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86 and x64)

bizhub 423/363/283/223 - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86 and x64)

bizhub 751/601(IC-208) - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86 and x64)

bizhub C353/C253/C203 - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86)

bizhub C360/C280/C220 - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86 and x64)

bizhub C652/C552/C452 - Microsoft® Windows 2000/XP/Server 2003/Vista/Server 2008/7 (x86 and x64)
Macintosh® OS 10.5/10.6

bizhub 361/421/501 (IC-207)

bizhub C353/C353P/C253/C203
Notes :
1. To SSD support: These drivers are located in the DOCS directory in the following folder: Docs\SOLUTIONS 3rd Party\PSES\PSES AuM DRIVERS.
2. To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Mark Kemp, ESS

Solution ID TAUS1100103EN* **Solution Usage**

Description
Is it possible for the MFP to send an E-mailmessage when a fax transmission fails?

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Solution

It is not possible to send an E-mail notification of a faxtransmission failure.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS1100234EN* **Solution Usage**

Description

HDD TWAIN driver with Adobe® Acrobat® X support.

Solution

TWAIN driver version 3.1.2.30a has been released. The new version supports TWAIN scanning from Adobe® Acrobat® X. This is an upgrade to the HDD TWAIN version 3.x driver. Refer to the attached release notes for complete details.
Notes :
1.The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) "Support" tab and click on Printer Drivers & Firmware Downloads or from Technical Support Home page and click on "Download MSDS, Drivers, Firmware" under Support Quick Links.
2. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Mark Kemp, ESS

Solution ID TAUS1100242EN* **Solution Usage**

Description

Universal Printer Driver System Administrator's Guide.

Solution

Please see attached Universal Printer Driver System Administrator's Guide. Main topics include:

Software Description
Install and Uninstall of the UPD
Using Universal Printer Drivers
Frequently Asked Questions
Note : To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS1100341EN* **Solution Usage**

Description

bizhub vCare/CSRC Toner Coverage/Gas Gage support.

Solution

The attached document provides a table showing bizhub vCare/CSRC support for the Toner Coverage/Gas Gage (Gauge)functions via the vCare/CSRC Web Application Portal. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Rick Veale, ESS

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Solution ID TAUS0900664EN* **Solution Usage** 5

Description
DF-604/DF-614, J6201 or J6203.

Solution
PROBABLE CAUSES:
1.Scanner Driver Board (SDB) and/or DF Main motor (M1) failure.
Replace SDB (p/n 57AA -909 2H) and/or M1 (p/n 13QA R703 00).

2. RADF feed and conveyance one way gears are dirty or worn.
Clean and/or replace the registration one-way gearsRADF feed (p/n 14KA 7702 0) and RADF conveyance (p/n 15JA 7701 0).
SPECIAL NOTE : Solution contribution by Don St. Onge and Tom Kelly, Workgroup/SSD

Solution ID TAUS0802844EN* **Solution Usage** 1

Description
DF-604/DF-614, intermittent J6101.

Solution
PROBABLE CAUSES:
1.Failing MS301 (Interlock switch).
ReplaceMS301 (p/n 12QR 8601 1).

2.Interlock switch MS301 is out of positon.
Note : The DF feed rollers are down and will not retract after lifting and closing document feeder on platen. Machine does not sense the cover of DF is open.
Check MS301 and reposition.
SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID TAUS0900444EN* **Solution Usage**

Description
When a jam occurs on the 5th originalfed throughthe ADFusing the overlay copy setting (original paper size is 11x17) and the jammed paper is removed then the Start button is pressed, the machine stopscopying and outputs no paper.

Solution
CAUSE: A firmware update is required.

SOLUTION: Please install firmware MFP Controller version 15 or later. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Please refer to attached Release Notes prior to firmware installation. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS1000932EN* **Solution Usage**

Description
Staple mode not being released when more than 50 pages are scanned in.

Solution
CAUSE: This is caused by a firmware bug.

SOLUTION:Special firmware has been released to correct this situation. With the new firmware, if more then 50 originals are placed in the ADF and staple is selected, the machine will display an option to cancel stapling after the 50 th original is scanned. Ifcancel stapling is selected, the machine will staple the first 50 sheets and exit them from the finisher and then exit the remaining sheets unstapled.

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Download and install special firmware versionGM0-30.

Note:The firmware is available for download via the Konica Minolta Download Selector..
1. Login in via www.mykonicaminolta.com
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.

SPECIAL NOTE: Solution contribution by Craig Blyther, ESS

Solution ID TAUS1001040EN* **Solution Usage**

Description

DF-614, intermittent J6206. Documentscannot be properly inserted into the feeder.

Solution

CAUSE:Scanner Drive Board assembly (SDB) is not sending the correct control signals.

SOLUTION:Load check shows that the Original Separation motor (M3) turns forward (code 60, multi code 10), yet will also turn in the same direction whenattempting to reverse (code 60, multi code 11). The ADF lift plate is not returning to standby position and is not allowing documents to be properly inserted into feeder.Replace the Scanner Drive Board assembly (p/n 57AA -909 2H).
SPECIAL NOTE : Solution contribution by Jim Behrends, Workgroup/SSD

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Solution ID TAUS0801765EN* **Solution Usage** 20

Description

FS-xxx, first page not aligned properly/not stapled in stapled sets.

Solution

CAUSE:Static build-up onalignment plate which causes the first page to stick.

SOLUTION:Wipe affected are with anti-static compound (Brillianize®, Pledge®, dryer sheet, etc.).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0657212EN* **Solution Usage** 10

Description

C-1106. Code may beintermittent.

Solution

PROBABLE CAUSES:
1. Stapling regulating block is bound up.
Adjust the rear regulating block for the stapling unit or replace the regulating block (p/n 15JK 5217 1).

2. Failed Relay Board.
Replace the Relay Board (p/n 15JK -932 1F for FS-504/FS-524 and p/n 15SF -932 1E for FS-525).

3. Finisher serial number was not entered at installation.
To enter the serial number,access Service mode ? System 1 ? Serial numberthen make sure the serial is entered for the finisher.
SPECIAL NOTE : Solution contribution byKM Great Britain (BGB) and Tom Kelly/Jim Behrends/John Miller, Workgroup/SSD

Solution ID TAUS0647210EN* **Solution Usage** 7

Description

After installing the PK-502, PK-503, PK-504 or PK-505 error codeC-1139 (C1139), J72-17 orJ72-18 is indicated.

Solution

CAUSE: When installingthe punch kitto the finisher (FS-504/FS-602, FS-509/FS-604, FS-524/FS-525/FS-610),the mylarsheet at the entrance of the punch kit overlaps on the shutter plate of the finisher.

SOLUTION: After installing the punch kit, open/close the finisher entrance and conveyance guide/ once. When this operation is performed,the mylarpositionis corrected. Please refer to theattached illustration.

Solution ID TAUS0702452EN* **Solution Usage** 6

Description

Jamming consistently from Tray 1, Tray 2 and the bypass. Feeds properly from Tray 3 and Tray 4. Jam code may be either J1701 or J1001.

Solution

CAUSE: Failed PRCB (Printer Control Unit).

SOLUTION: Replace the PRCB (p/n 57AA -902 1J).
SPECIAL NOTE : Solution provided by Rod Willoughby at Perry Corporation.

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Solution ID TAUS0901163EN* **Solution Usage** 6

Description
J-7220 only when stapling.

Solution
CAUSE; Paper exit arm is out of adjustment.

SOLUTION: Perform the Paper exit arm adjustment following the steps in the attached document.

SPECIAL NOTE: Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0703653EN* **Solution Usage** 5

Description

Intermittent J7243 from paper Tray 1 or Tray 2.

Solution
CAUSE:The side guides for the paper trays have been moved towards the rear of the machine. This is caused by the drawers being inserted withexcessive force when fully loaded with paper;the paperbuckles in the Punch unit (PK-502/PK-503/PK-504/PK-505)and jams.

SOLUTION: Loosen all screws in the bottom of the paper tray andadjust(center) the tray forward.

SPECIAL NOTE : Solution contribution by Gerald Koehl-Braden Business Systems.

Solution ID TAUS0657979EN* **Solution Usage** 4

Description
J3101 codes

while duplexing or when printing multipage jobs.Single page jobs do not jam.
with paper stopping at the registration roller.

Solution
While duplexing or when printing multipage jobs.Single page jobs do not jam.
CAUSE: CL1 clutch has failed.

SOLUTION:Replace CL1 clutch (p/n 56AA 8201 2).

With paper stopping at the registration roller.
CAUSE: Worn shaft on Registration motor (M5).

SOLUTION:Replace M5 (p/n 27LA 8001 2E for bizhub 600/750 and p/n A0PN M102 00 for bizhub 601/751).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD; Ian Lynch, Production Print/SSD and Stephen Unsworth, KMBS/Tampa

Solution ID TAUS0902845EN* **Solution Usage** 2

Description
J1701 when duplexing.

Solution
CAUSE:Failed one-way gear (Bypass Feed Driving Gear 1 36T) causing the ADU pre-resist roller to lose drive.

SOLUTION:Clean or replace the one-way gear (p/n 56AA 7712 0) at the beginning of the ADU section.

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SPECIAL NOTE :Solution contributed by Matthew Nader, Albin Business Centers

Solution ID TAUS1000311EN* **Solution Usage** 2

Description

J1701or J1702 when feeding from Tray 1usuallywhen making multiple copies.

Solution

CAUSE: One of the Conveyance Drive clutches (CL15 or CL16)for the horizontal transport unit has failed.

SOLUTION:Check the clutches in the Service Mode ? State Confirmation ? Load Check ? Code 21, Multicode 8 (CL15) or 9 (CL16). Replace the faulty Conveyance Drive clutch (p/n 57AA 8203 0).The clutchesare located behind the paper trays along the backside of the machine.
SPECIAL NOTE : Solution contribution by Stephen Schmelcke, Workgroup/SSD

Solution ID TAUS0638770EN* **Solution Usage** 1

Description

When printing from Corel© WordPerfect® (version 10, 11 or 12) paper will not pull from the specified paper tray when selected from the print driver.

Solution

CAUSE: Paper tray calls must be made within the application using page setup. Tray call settings in the driver are over-ruled by page definitions established from the application.

SOLUTION: Page definitions have to be created within the File menu, and selecting Page Setup. A page definition has to be created for each tray on the printer. The default page definition used in new documents is the letter definition. These definitions are printer-specific and should be created in the "printer page types" section. Perform the following:
1. Launch WordPerfect®.
2. Go to the "File Menu" and select "Page Setup".
3. Click on the "Page Setup" tab.
4. In the "Page Definition" section choose "Printer Page Types".
5. Click on the "Add" button.
6. In the "Name" section, give this definition a name (Corel© recommends identifying the tray from which to print (i.e., Tray 1).
7. In the "Type" section, select the stationery tray from which to print. For example, select the "letterhead" type when printing on letterhead stationery; otherwise select "standard" paper size when there is no option.
8. In the "Size" section, select the appropriate stationery size. When selecting paper that is not the standard size, select "User Defined Size and enter the Height and Width below.
9. In the "Source"section, select the tray where the stationery is located.
10. On the right-hand side of the screen in the "Show Page Size for" section make sure that only the current printer is selected. Click OK.
Note : Follow the steps outlined above for each tray.
11. To print a document from a specific tray, go to the beginning of the document and go into page setup to select the page definition, then print. The document will now print from the appropriate tray.

Solution ID TAUS0651987EN* **Solution Usage** 1

Description

How to perform the cover sheet tray size adjustment.

Solution

To perform the cover sheet tray size adjustment, perform the following:

1. Enter the tech rep mode.
2. Press stop 0,0, stop 0,1.
3. Press the finisher tab.
4. Press cover sheet tray size tab.
5. Press upper tray.
6. Set 8.5 by 11R paper in cover inserter tray.
7. Press start button.

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8. Verify that it is reading correct paper size; if not repeat steps 3-7. Perform for each tray.

SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS1000404EN* **Solution Usage** 1

Description

FS-602/FS-610, C-1112 error code.Finisher may corner staple only.

Solution

PROBABLE CAUSES:
1. Firmware update required.
Update the finisher firmware (flash machine). The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

2. Open wire in harness from clincher to FNCB.
Replace Harness wiring B (p/n15JM 9012 0).

3. Pinched/damaged wiring harness C.
Replace Wiring Harness C (15JM 9013 0).

4. Relay Boardfailure.
Replace Relay Board (15JM -932 1F).

5. PS32 or M10 failure in Clincher/Stapler Unit.
Replace Clincher Unit/Rear (15JM -501 1) comes with Motor and Sensor (Stapler Sub-assembly).

6. Finisher Control Board failure.
Replace Finisher Control Board (15JK -901 2E).
SPECIAL NOTE : Solution contribution by John Miller, Workgroup/SSD and Cesar Jimenez, Production Print/SSD

Solution ID TAUS1001978EN* **Solution Usage** 1

Description

J3201 when duplexing or face up output.Paper is found in the turnover section.

Solution

CAUSE:Paper exit Guide Part Right (p/n 56AA 5380 2) is not being activated.

SOLUTION:Inspect the linking for proper alignment.Align or replace levers (p/n 56AA 5384 0, p/n 56AA 5382 0 and p/n 56QA 5292 0) as needed.If Reverse/exit solenoid, SD7 (p/n 56QA R701 00) is not actuating, replace it and the ADU driving board (p/n 57AA 5039 0).
SPECIAL NOTE : Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0902041EN* **Solution Usage** 0

Description

ZU-605/ZU-607, J-7245 (J7245).

Solution

CAUSE: Burr on the top of Guide Plate 3 in ZU-605/ZU-607.

SOLUTION: To remove the burr on Guide Plate 3 (p/n 13NQ 4505 1):
1. Put curled paper into the entrance of guide plate.
2. Rotate knob and confirm whether burr is on the guide plate or not.
3. If the burr is removed, use the ZU-605/ZU-607 to see if the jam returns.
Note : Please refer to attached document for details and procedure. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by KMBT (Japan)

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Solution ID TAUS1001143EN* **Solution Usage** 0

Description
DF-604/DF-614, J6205 when duplexing. There are no jams if feeding single-sided originals.

Solution
CAUSE: Broken spring for gate solenoid (SD2).

SOLUTION: Replace the Paper Exit Adjusting spring (p/n 13QA 4621 0).
SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD and Eric Bezak Illinois Paper Company

Solution ID TAUS0900445EN* **Solution Usage**

Description
When copying with Watermark selected, copies are output intermittently and copy speed is slow (75PPM becomes 37PPM).

Solution
CAUSE: A firmware update is required.

SOLUTION: Please install firmware MFP Controller version 15 or later. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Please refer to attached Release Notes prior to firmware installation. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0901388EN* **Solution Usage**

Description
When ajob with Center Staple and Fold on 8.5x11 is run,and then Pause is selected, another job with center staple and fold is sent on a different size and it jams when deselecting Pause. This occurswhen using the FS-610 and the Pause printing feature.

Solution
CAUSE: Firmware bug.

SOLUTION: Special firmware is available. Please install version GC0-18. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Craig Blyther, ESS

Solution ID TAUS0902729EN* **Solution Usage**

Description
Intermittent jamming or wrinkling from all trays.

Solution
CAUSE: The entrance guide plate in the fuser unit has residue from the web roller. The paper comes into contact with the residue and causes wrinkles or jams.

SOLUTION: Remove the fuser unit. Clean the upper entrance guide plate (p/n 56AA 5345 0) and lower entrance guide plate(p/n 56AA 5346 1) free of any residue. Reinstall the fuser unit and test.

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SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS1000040EN* **Solution Usage**

Description

When the "Staple" and "Insert Cover" features are selected the paper will not exit the finisher. The pages are not stapled and no error code is displayed.

Solution

CAUSE: The firmware needs to be updated.

SOLUTION: Install the following firmware:
bizhub751/601MFP controller 19-C4 (751_601us_m1g1900c4.zip)

Note:The firmware is available for download via the Konica Minolta Download Selector..
1. Login in via www.mykonicaminolta.com
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.

SPECIAL NOTE: Solution contribution by Craig Blyther, ESS

Solution ID TAUS1000091EN* **Solution Usage**

Description

J7220 when copying jobs into memory with 8.5x11 from 11x17 paper. The finisher jams as paperenters the stacker.

Solution

CAUSE:Firmware update required.

SOLUTION: Please install Special Firmware version 19-C7 (751_601us_m1g1900c7.exe). This firmware is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Craig Blyther, ESS

Solution ID TAUS1000095EN* **Solution Usage**

Description

Document feeder starts to feed but stops and a job listed in the queue will not print or delete.

Solution

CAUSE: Key counter device conflict.

SOLUTION:

1.Turn off the detect key counter and test without counter connected.
2. If the problem persists, inspect the key counter's enable wires. The wires may be touching the machine frame.

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS1001702EN* **Solution Usage**

Description

When using stapling and hole punch together, the paper curls and will not stack correctly causing the paper to be misaligned when stapled. This only happens when using the Punch option (PK-505).

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Solution

CAUSE: Fusing temperature is excessive.

SOLUTION: Lower the fusing temperature of the rollers to accomodate the humidity in the environment. To lower the fusing temperature set the following bits accordingly.
19-3 19-2 19-1Mode
0 0 0 Standard
1 0 0 Standard -5°C
1 0 1 Standard -10°C
1 1 0 Standard -15°C
SPECIAL NOTE : Solution contribution by Randy Marquardt, Workgroup/SSD

Solution ID TAUS1002184EN* **Solution Usage**

Description

Intermittent J3102 after 25 copies.

Solution

CAUSE: Failed PS30 exit sensorand the ADU Driver Board.

SOLUTION: Replace PS30(p/n 55VA 8552 1) and the ADU Driver Board (p/n 57AA -904 1E). SPECIAL NOTE : Solution contribution by Alonzo Smith, Workgroup/SSD

Solution ID TAUS1002225EN* **Solution Usage**

Description

FS-525, J3209, J7217, J7222 and C-1106 codes.

Solution

CAUSE: Firmware update is required.

SOLUTION:Please install attached special FS-525 firmware versionGE4-30. The firmwareis also available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Note : Please refer to attached Program Release Information prior to installing the firmware. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Craig Blyther, ESS

Solution ID TAUS1002385EN* **Solution Usage**

Description

DF-614, J6201 or J6203 when feeding mixed originals.

Solution

SOLUTION: Firmware update is required.

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SOLUTION: Install Special firmware version GC5-20 (file name 751_601BW-2_us_m1g2000c5.zip). The firmware is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Note : Please refer to the attachedRelease Notes prior to installing the firmware.To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Craig Blyther, ESS

Solution ID TAUS1100049EN* **Solution Usage**

Description

When feeding originals from the ADF, the machine sorts even if the default is Group mode.

Solution

CAUSE: Incorrect setting of the Sort/Group Auto Change.

SOLUTION: Select whether or not the “Sort” setting is automatically selected when 2 or more copies are set to be printed in a single job. Please set the Sort/Group Auto Change to "No" allowing the machine to Group from the ADF.
1. Touch the Utility button.
2. Select User Setting.
3. Select Copier Setting.
4. Select Sort/Group Auto Change.
5. Select No.

SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS1100213EN* **Solution Usage**

Description

J9202 jam code only when duplexing.

Solution

CAUSE:Either PS45 (ADU reverse sensor)reversing actuatoris not actuating the sensor properly or PS45has failed.

SOLUTION:Repair or replace PS45 ADU reversing actuator (p/n 56QA 5124 0). If necessary, replace the ADU reverse sensor PS45 (p/n 08AA 8551 2).
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

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Solution ID TAUS0607358EN* **Solution Usage** 24

Description

The entire print job is stapled instead of each set when printing multiple stapled sets from Microsoft® Word.

Solution

CAUSE:The Collate option in the Microsoft® Word dialog box is selected.

SOLUTION:When printing and stapling multiple sets, the Collate option in the Microsoft® Word dialog box must be deselected. Please refer to attached example. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE : Solution contribution byMark D'Attilio and Ed Bellone, Production Print/SSD

Solution ID TAUS0701860EN* **Solution Usage** 14

Description

HTTP 400 - Bad Request error. Unable to view the printer web browser (PageScope Web Connection).

Solution

CAUSE: The reason for the error:
1. A bad request.The browser sent a request that the server could not understand.
2. An attempt to communicatewith plain HTTP to an SSL-enabled server port. Instead, use the HTTPS scheme to access the URL.
3.The request could not be understood by the server due to malformed syntax. The client SHOULD NOT repeat the request without modifications.

Note : The first digit of the status code specifies one of five classes of response.

1xx Informational

2xx Success

3xx Redirection

4xx Client Error

5xx Server Error

SOLUTION: The error can be eliminated by:
1. Checking for any enabled Pop-up blockers and reconfiguring them.
2. Checking for Internet security software that may be blocking Web access and disabling the service. Example: Norton© Internet Security.
3. Installing Microsoft® .NET Framework 1.1 Service Pack 1. Microsoft® has confirmed that this is a problem inMicrosoft® products that are listed in the "Applies to" section. This problem was first corrected in.NET Framework 1.1 Service Pack 1. Please refer to Microsoft® Article ID: 826437 - FIX: "HTTP 400 - Bad request" error message in the .NET Framework 1.1 .

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0800366EN* **Solution Usage** 7

Description

When printing from Microsoft® Publisher andperforming a mail merge, thecopiesare all stapled together.

Solution

CAUSE: This is a known anomaly with Microsoft® applications.

SOLUTION: Please read the attached Microsoft® articleregarding a resolution for the problem with Microsoft® Publisher 2000 and 2003. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS1000047EN* **Solution Usage** 5

Description

"The device is either unreachable or it does not support the necessary APIs to work with eCopy." message.

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Solution

CAUSE: The eCopy™ ShareScan® Administration software is unable to add the device. You are able to see it under "Add Device" list, but unable to connect. Please see attached photoof themessage.

SOLUTION:Perform an Initialization/Data Clear to the machine thenreboot the MFP.Reenter the machine TCP/IP address andthe DNS information.Enable OpenAPI.
Please perform the attached step-by-step procedures. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

Note : Make sure your equipment has the correct firmware, LK options(LK-101/LK-102/LK-103) and UK options (UK-201/UK-202/UK-203) installed.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0808581EN* **Solution Usage** 4

Description

Certain MFP settings may affect PageScope applications from communicating with Konica Minolta devices.

Solution

For newer model Konica Minolta MFPs, the following MFP settings may affect communication with several PageScope applications.
Note : Depending on the MFP model and the PageScope application, these settings may differ.
This setting will affect most PageScope applications:
Admin Mode
1. Press the Utility button.
2. Select Administrator mode - Security button -Management Function Setting, then the Network Function Setting button.
3. Set to Allow.
4. Select Exit.

This setting will affect PageScope applications such as Data Administrator, Box Operator, Net Care and PageScope Enterprise Suite (depending on which PSES function is being used):
Open API
1. Press the Utility button.
2. Select Administrator mode.
3. System Connection – Open API.
4. Set to Allow.
5. Select Exit.

Additionally, if theSNMP settings are not set to the default settings, they may need to be updated in the PageScope application.
Default SNMP v1/v2 settings

Admin mode=> Network Setting=> SNMP Setting
Read=> Public
Write=>Private
SPECIAL NOTE : Solution contribution by Mark Kemp, ASG/SSD

Solution ID TAUS0900989EN* **Solution Usage** 3

Description

How to obtain spool files from an AS/400 for analysis by the lab.

Solution

Because of the complexityand types of issues betweenMFPs and the AS/400, the Lab may occasionally require that a spool file be provided so that the exact issue can be re-created by the lab. There aretwo methods to follow, depending upon the OS version on the AS/400.

Follow these steps to obtain the spool file.

1. Obtain the version of the OS/400 that is installed the AS/400 by issuing the following command:
GO LICPGM
(The user will need appropriate rights in order to do this.)

2. When the Work with Licensed Programs menu is displayed, type option 10 to display installed licensed programs.
3. After the list is displayed (it may take awhile), press F11 to display the release version. This will appearunder the Installed Release column.
4. Use theattached instructions to obtain the spool file.
If the OS version is V5R4M0 or higher, then use instructions called
Backing up Spool files System i V5R4Mx.pdf

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If the OS version is lower then V5R4M0, then use instructions called:
Instructions to copy spool files off AS400 V5 using FTP-final.pdf

5. After thefiles are obtained,attach them to the SSD ticket.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS1001543EN* **Solution Usage** 3

Description

How to perform a Mail Merge using Microsoft® Word 2003.

Solution

The attached documentation outlines procedures to:

divide Mail Merge into separate jobs based on name or address
separate a file that has already been merged into Microsoft® Word 2003. In other words, you only have a Word file with all the variable data incorporated. No need to add recipients from a spreadsheet.
Notes :
1.The instructions are for both scenarios using Microsoft® Word 2003 and attached are the files used in the instructions. Pleaseremember to check pages 30-31.
2. To view the attached DOC file, you may need to download a free copy of Microsoft® Word® Viewer (24.5MB).

3. To view the attachedXLS file, you may need to download a free copy of Microsoft® Excel® Viewer (74MB).

4. To viewthe attachedPDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0802412EN* **Solution Usage** 2

Description

Slow printing issue when utilizing Macintosh® OS 10.4.x.

Solution

CAUSE: Issue with the CUPS daemon configuration file on Macintosh® OS 10.4.x. being corrupt.

SOLUTION: The old CUPS daemon configuration file must be deleted and a new one created. Please see the attached document for instruction on how to remove and re-create the daemon configuration file.
SPECIAL NOTE : Solution contribution by Tim Blevins - KMBS/Cleveland

Solution ID TAUS0902084EN* **Solution Usage** 2

Description

How to push driver properties down to clients from a Netware server.

Solution

Bcause of the nature of how drivers are installed in the NDPS database, driver properties can not be saved.

Novellacknowledged this limitation; inNetware 6.5 and above there is a function called the Driver Profile.Use the following instructions to allow driver properties to be downloaded from the client when the printer driver is downloaded from the NDPS database.

Before creating the profile, the following items must be installed on the Netware 6.5 server:
1.SP5 or above, including all patches.
2.iPrint version 4.2.8 or higher.
3.TheiPrint LIB files must be updated.

These files can be found at http://www.novell.com

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To install:
1.In Novell iManager, click iPrint > Print driver profile.
2.Browse to and select the print manager where you want the driver profile stored and made available to the printers on that manager
3.Select an operation and click OK (create, delete, modify)

After creating a printer driver profile associate it with a printer:
1.In Novell iManager, click iPrint > Manage printer.
2.Browse to and select the printer you want to modify.
3.Click drivers > printer_driver_operating_system.
4.Select the printer driver from the list of available printers.
5.Select the profile you want associated with this driver from the list of available driver profiles for the selected driver
6.Select OK to save the changes.

Note:If you experience winsock 11004 issues when creating the driver profile, update the local HOSTS file on the workstation with the IP address of the server and its DNS entry.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS1002513EN* **Solution Usage** 2

Description

Special drivers that allow "Secure Print" to be set on server driver and migrated down to client PC.

Solution

Special drivers are now available that allow "Secure Print" to be set as default on shared server drivers and this setting will migrate down to client driver installation.This operation is available from the following drivers:

bizhub 751/601 - PCL version 2.0.0.SSD_07

bizhub 751/601 - PS version 2.0.0.SSD_07

bizhub 423/363/283/223 - PCL version 1.1.2.SSD_14

bizhub 423/363/283/223 - PS version 1.1.1.SSD_14
These drivers only support the following 32-bit Microsoft® Windows systems:
Microsoft® Windows 2000, XP, 2003 Server, Vista, 2008 Server, Windows 7.
Notes :
1.ESS has also confirmedthe same functionalitywith the following released drivers:

bizhub C652/C552/452 - PCL version 3.0.16.EIT1_00 - (32-bit) for Microsoft® Windows 2000, XP, 2003 Server/Vista

bizhub 501/421/361 - PCL version 2.0.1.SSD_11 - (32-bit) for Microsoft® Windows 2000, XP, 2003 Server/Vista/2008 Server

bizhub C650/C550/C451 = PCL version 6.3.0.EIT1_00 - (32-bit) for Microsoft® WindowsXP, 2003 Server, 2008 Server and 64-bit 2008 Server.
2.System code, firmware, and drivers are available for download via the Konica Minolta Download Selector:
a. Login in via www.mykonicaminolta.com
b. Select the "Service" link located on the top of the page.
c. Select the "SSD (DNA, Drivers, MSDS)" link located on the left.
d. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
e. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS

Solution ID TAUS0655341EN* **Solution Usage** 1

Description

In Microsoft® Publisher 2002/2003, publications/records are not individually collated and stapled when duplexing and using the Mail Merge feature.

Solution

CAUSE: Registry edit required.
WARNING : In Microsoft® Windows, system configuration information is centrally located in the registry. While this simplifies the administration of a computer or network, one incorrect edit to the registry can disable the operating system. The following list provides some best practices for using the registry and Registry Editor safely:

Before making changes to the registry, make a backup copy.

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Back up the registry by using a program such as Backup. After making changes to the registry, create an Automated System Recovery (ASR) disk. For troubleshooting purposes, keep a list of the changes you make to the registry. For more information, see System State data.
Do not replace the Microsoft® Windows registry with the registry of another version of the Microsoft® Windows or Microsoft® Windows NT-type operating systems.
Use reliable tools and programs other than Registry Editor to edit the registry.
Incorrectly editing the registry may severely damage the system. Use tools and programs that provide safer methods for editing the registry.
Never leave Registry Editor running unattended.
Konica Minolta is not responsible for any system errors that may result from using a registry editor incorrectly.

SOLUTION: Microsoft® Publisher can be enabled to individually collate, staple and duplex publications/records when using the Mail Merge feature of Publisher through a registry edit. This can be done either manually or by a script.
To manually edit the registry
Open the Registry Editor by clicking Start, click Run, type regedit , and then click OK. Go to:
1. HKEY_CURRENT_USER\Software\Microsoft\Office\ \Publisher\Printing
2. Right-click on the Printing folder, select New => String Value.
2. Create new "string value" called: NumberOfRecordsPerBatch
3. Double-click and set the Value Data to 1 . Instead of grouping records together into groups of 10to send to the printer (Publisher default), the records are now sent in groups of 1 (i.e., each document is sent separately).
Note : A value for this size setting can be set between 0 and 99999.

To update the registry "automatically" from a script
1. Download the scriptfrom http://ed.mvps.org/20031Rec.reg and save the REG file to the Desktop (script is also attached in case the URL cannot be accessed).
2. Double-click on the icon, and then click on Yes to the question, "Are you sure you want to add the information in C:DOCUME~1\administrator account \Desktop\20031Rec.reg to the registry?"
3. The new value will be added to the registry.
Note :Refer to Windows registry information for advanced users (http://support.microsoft.com/kb/256986) for additional registry editinformation.

Solution ID TAUS0808182EN* **Solution Usage** 1

Description

Printing support for Meditech MAGIC application.

Solution

Medical Information Technology, Inc., (Meditech) hastested andapproved the Konica Minolta bizhub 361/421/501 and the bizhub601/751for printing from Meditech's MAGICapplication.
Please refer to attached documentation for more details.
SPECIAL NOTE: Solution contribution by Tony Pizzoferrato, ESS/BSE

Solution ID TAUS0902854EN* **Solution Usage** 1

Description

'Black:Total' field does not equal the Grand Total on vCare\CSRC (CS Remote Care) total counter list for monochrome engines supporting fax unit.

Solution

CAUSE:The 'Black:Total' is the sum of the 'Copy:Black' field,'Print:Black' and 'Scanner/FAX:Print(Black)'.The 'Scanner/FAX:Print (Black)' counter is used only for color MFP (multifunctional product) receive faxes.

SOLUTION:The following formula should be used to calculate the overall total for an engine with a fax option (FK-502 or FK-503).
Grand Total (TOTAL_ITEM1) = 'Black:Total' (TOTAL_ITEM30) + 'Scanner/Fax:Print' (TOTAL_ITEM25)
Note : This data is stored in CSRC SQL™ table called TOTAL_COUNTER.

Solution ID TAUS0902993EN* **Solution Usage** 1

Description

One Touch Register Program button in Fax/Scan mode isnot available.

Solution

Cause: The Restrict User Access is set to "RESTRICT".

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Solution: To change the Restrict User Access to "ALLOW" perform the following:

1. Press UTILITY.
2. Press 3 or Administrator (enter administrator passcode, (xxxxxxxx)
3. Press OK
4. Press 1 or System Setting.
5. Press 6 or Restrict User Access.
6. Press 3 or Restrict Access to Job Settings.
7. Select Registering and Changing Addresses.
8. Select Allow.
9. Press Close.
10. Press Reset

SPECIAL NOTE: Solution contribution by Alonzo Smith, Workgroup/SSD

Solution ID TAUS1000150EN* **Solution Usage** 1

Description

After doing an LDAP search you are unable to save the results to a one touch button. Additionally, the "Store Address" button will be missing from the LDAP searchresults screen. You might also lose the ability to create a one touch button all together.

Solution

Thereis a security setting named "Registering and Changing Addresses" thatis set to "Restrict" which is prohibiting users from creating one touch buttons. This setting needs to be set to "Allow".The steps to accomplish this are as follows:

1. Log into the Machine through a web browser.
2. Log in as administrator.
3. Select either the "Security" tab or the "Scan" tab. (This will differ depending on the model you're servicing.)

Note: For further details, please see the attached PDF files for screen shots.
To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by Randy Marquardt, Workgroup/SSD

Solution ID TAUS1001398EN* **Solution Usage** 1

Description

Unable to register devices in Net Care Device Manager. Receiving an "Authentication Error".

Solution

CAUSE: The "Authentication Error" pertains to the password that is set under the WebDAVsettings of the machine.

Access these settings by selecting the following:

1) "Administrator" mode
2) "Network Settings"
3) "WebDAV"
4) "WebDAV Server Settings"
5) "Password Setting"

The default password is "sysadm". Reset the password back to default and enter "sysadm" under the "Authentication Settings Password" field in device manager.

If this doesn't work, initialize the network settings under Service Mode > System 1 > Initialization. Then reset the WebDAV password to default and enter the information into Device Manager again.

See attached PDF for details.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

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SPECIAL NOTE: Solution contribution by Randy Marquardt, Workgroup/SSD

Solution ID TAUS1002237EN* **Solution Usage** 1

Description

"Unable to connect to authentication device" or "Failed to authenticate" is indicated, but only with the new style AU-201H HID Proximity Card Reader.

Solution

CAUSE: The new-style AU-201H card reader requires special MFP Controller firmware.

SOLUTION:Install special MFP Controller firmware, version GC6-20, tosupport the new style AU-201H.The special version firmware is available via the Konica Minolta Download Selector.On www.MyKonicaMinolta.com , access the Selectorfrom SSD Web Support (CS Expert Support) by clicking on "Download MSDS, Drivers, Firmware and more".

Note : Thisissue is related onlyto the new-style AU-201H HID Proximity Card Reader and has been reported only for the bizhub 601/751. There have been no issues reported for the other models listed in attached Marketing Bulletin 10-GB-025. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Stu Dern, ESS

Solution ID TAUS0801980EN* **Solution Usage** 0

Description

"Device can not print in accordance w/guidelines pick another printer" message when trying to print postage from Stamps.Com.

Solution

CAUSE: Driver incompatibility.

SOLUTION: Stamps.com states that they will not work with Konica Minoltadrivers.The only thing they will do is print labels, and you have to purchase the labels from Stamps.com.

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0802060EN* **Solution Usage** 0

Description

When printing AS/400® forms, the print does not line up with the form.

Solution

CAUSE:The AS/400® is rasterizing the forms based on an HP® LaserJet 5si (this is by design).The margins are not set correctly and produces the offset.

SOLUTION:Create or obtain a new WSCST (Workstation Customization Object)with the following keyword in it.
DATASTREAM=HPPCL5
Replace the line with the following:
DATASTREAM=HPPCL5I
Thiswill tell HPT to image the form instead of rasterize it.
Recompile the WSCST, end the writer, vary the device description OFF/ON and start the writer.
When the job is sent, the form should be inline with the text.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0902460EN* **Solution Usage** 0

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Description

How to perform a Mail Merge using Microsoft® Word 2007.

Solution

The attached documentation outlines procedures to:

divide Mail Merge into separate jobs based on name or address
separate a file that has already been merged into Microsoft® Word 2007. In other words, you only have a Word file with all the variable data incorporated. No need to add recipients from a spreadsheet.
Notes :
1.The instructions are for both scenarios using Microsoft® Word 2007 and attached are the files used in the instructions. Please don't forget to check pages 30-31.
2. To view the DOC file, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf .
3. To view the XLS file, Microsoft® Excel® or Excel® Viewer must be installed. Excel® Viewer 2003 (9.9MB) can be obtained free from Microsoft® at the following URL; http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN .
4. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0902907EN* **Solution Usage** 0

Description

How to setup SMB scanning to a Linux/Unix based CIFS shared folder.This folder can be in a discrete location or on a SAN or NAS.

Solution

Prerequisite:
Default Domain Server setting specified correctly (if you can do aPING confirmation successfully to the FQDN of the server, then this is correct; i.e., from the MFP do aPING confirmation to server01.mydomain.com).
NTP Server setting: Host or TCP/IP address of the AD Serverassigned for users to logon to.
SMB Client needs to be on - and set NTLM to v1/v2.
For the SMB Share setting do this on the MFP:

Host Address - DNS Host Name of or IP address of host

File Path - path to sharename - (Specify the full SMB path to the shared folder.You do not specify the server host name in the path.)

User ID - Username

Password - Password
So here is what it should look like if the shared folder is named 'share' and is in the root:
Host Address - mycompany-dc1-san1.mydomain.com (orthe TCP/IP address)
File Path - share (Note that it is not \share .It is just share .)
If the folder is several folders deep; i.e., data\users\share , then the File path would be: data\users\share .
IMPORTANT :The path to the shared folderis CASE-SENSITIVE in mostinstances for Linux and Unix.If the shared folder is named Shared , then the file path will be Shared , not shared .If the path is Data\Users\Share then the File Path will be Data\Users\Share , not data\users\share .
SPECIAL NOTE : Solution contribution by David Holt, District Service Manager/Midwest Region

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Solution ID TAUS1000039EN* **Solution Usage** 0

Description

When adding an MFP to be managed by eCopy ShareScan 4.6 for Integrated eCopy, if the MFP is configured with an SSL Certificate and “Open API – Use SSL/TLS” is enabled (before adding it to Integrated eCopy), the MFP will be successfully added to the eCopy ShareScan console.

When pressing the “eCopy ShareScan” button on the MFP (to connect to the eCopy Server) the message “Processing” will display. Then, the screen will turn white for approximately 1 minute, but fail to connect to the eCopy Server. A “time out” message may appear. The MFP panel will then return to the the standard screen.

However, if an SSL Certificate and “Open API – Use SSL/TLS” is not configured on the MFP, this issue does not occur. Additionally, if SSL is enabled on the MFP after it had been successfully added to the ShareScan console, this issue does not occur.

This issue may also occur when an MFP is managed by other Konica Minolta applications such as PageScope Enterprise Suite, which requires the MFP to have SSL Communication enabled.

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Solution

CAUSE: This issue occurs because of the way SSL certificates interact with the eCopy Sharescan Server 4.6. When SSL is enabled on the MFP, Host names rather than IP addresses are utilized for eCopy communication.

SOLUTION: If SSL is enabled on the MFP, It is necessary for the Host name of the ShareScan Server to be registered in DNS and for the MFP's DNS settings to be properly configured.

Note: SSL must be enabled on the device before acquiring the device through the eCopy ShareScan Console, If SSL is enabled on a device after it has been acquired, SSL will not be enabled for eCopy communication.

SPECIAL NOTE: Solution contribution by Mark Kemp, ESS

Solution ID TAUS1000237EN* **Solution Usage** 0

Description

TWAINdriver responseis slow after activating SSL. Scanning to E-mail via eCopy™ ScanStation™ takes about 1 minute to complete. TWAIN connection may experience a timeout.

Solution

CAUSE:There aremany reasons whycommunications between a server and a device slows down after activating SSL.
SSL is Secure Socket Layer;it canbe activated only if a certificate is created or installed on the MFP.This certificate is the basis for public and private encrypted messages between the server and the device.
When communication between devices is encrypted,extra time is requiredtoencrypt the message.There is nothingthat can be done for that kind of overhead.
However, the timeout period can be altered.By default, the TWAIN driver is set to timeout SSL communications at 15 seconds, which does cause significant delay for the encrypted message.
Note : Please see the attached video for symptom reference. To view the video, you may need to download a free copy of Windows® Media Player.

SOLUTION: Modifying the TWAIN INI file and adding a special tag can make the driver respond more quickly. Normally, with SSL turned on a scan can take 28 seconds.
Internal testing showed the new new setting reduced the time consistently to 13 seconds.
Use this procedure to change thenetwork timeout value in the INI file.
IMPORTANT: Beforemaking any changes to the INI file, create a backup copy of it. Ifany problems are encountered after editing the INI file,it can be replacedwiththe original INI file.

PROCEDURE
1. Open the INI file using a text editor such as Notepad. File path:
C:\Windows\twain_32\KONICA MINOLTA\RTM_V3
or
%SystemRoot%\twain_32\KONICA MINOLTA\RTM_V3
("%SystemRoot%" indicates the directory in which Microsoft® Windows system is installed.)
File name: kmtw3R.ini
2. Add a [Network] section and a NetTimeout key as shown belowif they do not already appear in the INI file. If this section and key exist in this file, just modify the network timeout value.
[Network]
NetTimeout = 10000
(NetTimeout value is specified in milliseconds. In the above example, the timeout value is 1 second.)
3. Save theINI file.
4. Test the performance.There should be a marked improvement in communication speed.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS and Cesar Jimenez, Production Print/SSD

Solution ID TAUS1000322EN* **Solution Usage** 0

Description

Cannotupload scanned PDF's from a bizhub 601/751 to the United States Patent and Trademark Office / Electronic Patent Assignment System.A format error occurs.

The PDF format created by the bizhub 601/751 appears to not support the TIFF conversion upload process to the United States Patent and Trademark Office / Electronic Patent Assignment System. The following errors occur on web page when trying to attach(upload)the PDF:

//
Error while processing upload request:
**** Warning: File has an invalid xref entry: 5. Rebuilding xref table. **** Warning: File has an invalid xref entry: 5. Rebuilding xref table. **** Warning: File has an invalid xref entry: 5. Rebuilding xref table.
//

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Solution

CAUSE:Firmware needs to be updated.

SOLUTION: Install special firmware version 19-C9 for the bizhub 601/751, whichcorrects this issue.

System code, firmware, and drivers are available for download via the Konica Minolta Download Selector:
1. Login in via www.mykonicaminolta.com
2. Select the "Service" link located on the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located on the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.

SPECIAL NOTE: Solution contribution by Tony Pizzoferrato, ESS

Solution ID TAUS1001694EN* **Solution Usage** 0

Description

The following messages may be indicated when performing Scan-to-SMB.

Not enough server storage is available to process this command.
Folder is not accessible. You might not have permission to use this network resource. Contact the administrator of this server to find out if you have access permissions. The network path was not found.

Solution

CAUSE: The registry needs to be edited.
WARNING : In Microsoft® Windows, system configuration information is centrally located in the registry. While this simplifies the administration of a computer or network, one incorrect edit to the registry can disable the operating system. Konica Minolta or Microsoft® cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk.

SOLUTION: Please have the customer's Network Administrator perform the following Registry change to increase the value of the IRPStackSize registry entry:
1. Click Start .
2. Click Run .
3. Type regedit , and then click OK .
4. Locate and then click the following registry subkey:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\LanmanServer\Parameters
If the IRPStackSize entry is not present in this subkey, follow these steps:
a. Click Edit,point to New , and then click DWORD Value.
b. Type IRPStackSize , and then press ENTER.
Note : Type IRPStackSize exactly as it appears. The value name is case sensitive.
5.Click IRPStackSize , click Edit , and then click Modify .
6.In the Data Value box, type a larger value, and then click OK .

If the problem persists aftercompleting theprocedure, increase the value of IRPStackSize.
Note : Values may range from 0x1 to 0xC. These values are equivalent to 1 to 12 in decimal notation. For more information, please see the Microsoft® KB Article ID: 106167 - Error message: "Not enough server storage is available to process this command" .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0901089EN* **Solution Usage**

Description

Microsoft® Word does not return to the default printer when closed and reopened.

Solution

CAUSE: Microsoft® Outlook is open and is using Microsoft® Word asthe default program for editing messages.

SOLUTION: To change the default mail message editing program perform the following:
1. Go into Microsoft® Outlook and select Tools from the tool bar.
2. Scroll down to Options.
3. Click on the Mail Format Tab.
4.Make sure the Use Microsoft Office Word 2003 to edit e-mail messages checkbox is selected.
Note : In versions before Microsoft® Outlook 2003, the text reads Use Microsoft Word to edit e-mail messages . In Microsoft® Outlook 2007, there is no longer an Outlook editor. The default is Microsoft® Word and cannot be changed.
5. Close the dialog.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

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Solution ID TAUS0902136EN* **Solution Usage**

Description

While upgrading the firmware on a MPI LinkCom™ III print server using Microsoft® Windows Vista™, the update may fail.

Solution

CAUSE: Anomalywhen attempting firmware install using Microsoft® Windows Vista™.

SOLUTION:The only known solution is to use Microsoft® Windows XP and recycle the print serverbefore performing the upgrade again.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0902207EN* **Solution Usage**

Description

“There is a problem with this website's security certificate”appears when accessing an MFP viaPageScope Web Connection.

Solution

CAUSE: To increase the security of accessing an MFP through PageScope Web Connection (PSWC), a certificate can be installed through PSWC . This can be accomplished by accessing the MFP’s PSWC and either installing a self-signed certificate or adding a trusted certificate. In order for an MFP to be managed by PSES Authentication Manager, a certificate must be installed.

If a self-signed Certificate is installed, when accessing the MFP’s PSWC a security alert will appear stating somthing similar to "There is a problem with this website's security certificate. We recommend that you close this web page and do not continue to this website."

If it has been verified that you have reached the PSWC website, then click on “Continue to this website (not recommended)."

If you are accessing an MFP’s PSWC through Firefox, select “Permanently accept this certificate”.

SPECIAL NOTE: Solution contribution by Mark Kemp, ASG/SSD

Solution ID TAUS0902333EN* **Solution Usage**

Description

The date and time are printed on all copies. Unable to turn off the date and time stamp. When attempting to turn off the time/date stamp, "The selected settings cannot be changed since stamping was set by the administrator" is displayed.

Solution

CAUSE: Incorrect setting.

SOLUTION: To turn off the date and time perform the following:
1. Enter the Administrator Settings mode.
2. Select Security Settings
3. Select Stamp Settings
4. Select Apply Stamps.
5. Changedthe settingto "Do not apply."
6. Exit the Admin mode.

SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0902472EN* **Solution Usage**

Description

Files are sent to eCopy™ while ScanStation® is in Send to eCopy™ mode, but they are not pulled into eCopy™.

Solution

CAUSE:WheneCopy™ compares the date of a file to be pulled into eCopy™, it looks at the modified date instead of the created date.

SOLUTION:Check the date for the MFP or controller.Make sure that the is near to the date for eCopy™ ScanStation®.
Also, please refer to theattached document from eCopy™ which willbe helpful when troubleshooting some scan to eCopy™ issues. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

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Solution ID TAUS0902962EN* **Solution Usage**

Description

Some PDF files won't print

Solution

CAUSE: Security restrictions preventing printing.

SOLUTION:

1. Open the file in question on a PC and select "File"
2. Click "Document properties"
3. Click "Security"
4. View if there are any restrictions for printing.

This feature can be viewed with all versions of Acrobat reader but can be changedwith Acrobat standard or higher.

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS1000112EN* **Solution Usage**

Description

When printing a Microsoft Excel booklet, the file willdivide into separate print jobs. When printing these booklets to a user box, the file may also seperate and some of the separated files will print out while others stay in the user box.

Solution

This is known issue with Microsoft Excel and Microsoft is aware of it. See the attached PDF document for possible workarounds to the problem.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

SPECIAL NOTE: Solution contribution by Randy Marquardt, Workgroup/SSD

Solution ID TAUS1001790EN* **Solution Usage**

Description

PageScope Box Operator version 3.2.05000 information.

Solution

For a list of supported devicesand System Requirements, please refer to attached ReadMe and User's Guide.The attached User's Guide also addresses the following topics:

Installing Box Operator

Explore Window Settings

Connecting to the Multifunctional Product

Managing Boxes

Managing Documents

Other Operations

Notes :

1. PageScope Box Operator version 3.2 is alsoavailable via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
2. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS1002073EN* **Solution Usage**

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Description

Removing printer drivers and Fiery® PCL drivers.
Issues:
•Unable to remove the driver.
•Unable to delete the printer.
•Unable to delete the port.
•The computer CPU goes to 100%.
•Selecting the printer Properties and the computer locks up.
•The Print Spooler stops.
•Unable to delete/remove a PCL driver.
•For Fiery®, using the Fiery Printer Delete Utility does not remove the driver. (example: PCL driver)

Solution

The printer is located here:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Printers

The drivers are located here:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NTx86\Drivers\Version-3

Note : Please follow these recommendations.

Let the customer (Network Administrator)know first before attempting.

Delete the printer first via Printer and Faxesunder Control Panel.

Use this procedure when the conditions described are present.

Please see the attached video for exact location. To view the video, you may need to download a free copy of Windows® Media Player.

WARNING : In Microsoft® Windows, system configuration information is centrally located in the registry. While this simplifies the administration of a computer or network, one incorrect edit to the registry can disable the operating system. Konica Minolta is not responsible for any system errors that may result from using a registry editor incorrectly.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS1002143EN* **Solution Usage**

Description

"Only one external memory can be used. Reinstall the external memory" message.

Solution

CAUSE: A U3 USB memory drive is being used. The firmware upgrade cannot be used witha U3USB drive.

SOLUTION: The U3 program must be uninstalled, or use a USB 512MB or 1GB drive that does not contain a U3 program.
Note: Please refer to attached instructions. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS1100026EN* **Solution Usage**

Description

Microsoft® Office PowerPoint 2007 locks up when printing using Konica Minolta PostScript or PCL drivers.

Solution

CAUSE: "PopUP Authentication Dialog When Printing" is selected.

SOLUTION: Disable "Print in background" in PowerPoint 2007.
1.Click onthe OfficeButton on the top left-hand corner.
2. Select PowerPoint Options at the bottom.
3.Click onAdvanced on the left pane.
4. Deselect “Print in background” under the "Print" section.
SPECIAL NOTE : Solution contribution by Victor Miranda, SSD District Service Manager/East Region

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Solution ID TAUS1100269EN* **Solution Usage**

Description

Scanned PDF files open in Adobe® Acrobat® at Fit Page instead of the selected application default size.

Solution

CAUSE: Firmware update is needed.

SOLUTION:InstallSpecial firmware version GC8-20 then setDIPSW 42 -1.

DIPSW 42-1 = 0 =FitPage (default)

DIPSW 42-1 = 1 = Use Adobe Default magnification
The default value for DIPSW42 will cause scanned documents to open at the "Fit to Page" size. A value of [1] willallow it to open with thesettings that are set in the Adobe application.
This is the only version of firmware that supports this functionality. It is not included in other versions.
Note : The firmwareis available via the Konica Minolta Download Selector.
SPECIAL NOTE : Solution contribution by Stu Dern, ESS

Solution ID TAUS1100285EN* **Solution Usage**

Description

Scan-to-FTP process change.

Solution

Special firmware version GUM-20 is available that changes the process of Scan-to-FTP when using the Separate scan mode.
When doing a Separate scan with the special firmware installed, the FTP data transfer process will not start until all documents have been scanned in, and then "Finish" and "Start" are pressed on the operation panel.
Note : This special firmware is available via the Konica Minolta Download Selector.
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS

Solution ID TAUS1100300EN* **Solution Usage**

Description

When searching for E-mail addresses, it take a long time for the MFP to display the LDAP search results.

Solution

CAUSE:Basic LDAP search uses the logical[OR] operator by default.This may cause the search process to take a long time to return the search results.

SOLUTION:For optimum results, set the Initial Setting for Search Details for each of the various fields, including "Name", from the default[OR] to [Begins With]. This is effective in most environments.
SPECIAL NOTE : Solution contribution by Stu Dern, ESS

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Solution ID TAUS0702927EN* **Solution Usage** 42

Description

Network menu button is missing from Admin Mode.

Solution

CAUSE: Corrupt NVRAM and/or failed PWB-MFP.

SOLUTION:To correct:
1. Perform an"All Data Clear"under Service Mode ? System 1 ? Initialization.
2.If that does not work, perform the NVRAM Recovery Procedure (not available for all models).
Note : Please wait approximately 10 minutes for the tabs to appear. Be patient; DO N OT power cycle the machine as that only restarts the wait process.
3. If the NVRAM Recovery Procedure is unsuccessful, replace the PWB-MFP (see part numbers below)and NVRAM.
Note : To receive a replacement NVRAM, please utilize the Online Technical & Special Program order form located within MyKonicaMinolta.com:
a. Login to MyKonicaMinolta.com.
b. Select the Service tab.
c. Select Warranty, Repair, & Special Programs (menu at left side of screen).
d. Click on Warranty Services & Technical/FOC Programs (in center of screen).
e. Select NVRAM/BRU Replacement Program.
f. Fill out the form.
IMPORTANT : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied.
Before replacing the NVRAM, thoroughly troubleshoot the problem. The NVRAM should be replaced only as the last resort. Many times replacing it DOES NOT solve the issue and, when it does, only a setting in the NVRAM may have caused the problem.

PART NUMBERS (PWB-MFP)
bizhub C220/C280/C360 (p/n A0ED H020 02)
bizhub C250/C250P/C252/C252P (p/n 4038 0121 06)
bizhub C203/C253 (p/n A02E H342 05)
bizhub C300 (p/n 9J06-H003-01)
bizhub C352/C352P (p/n 9J06-0101-02)
bizhub C353/C353P (p/n A02E H341 05)
bizhub C351/C450/C450P (p/n 4037013104)
bizhub C451/C550 (p/n A00J H020 07)
bizhub C650 (p/n A00J H021 00)
bizhub C452/552 (p/n A0P0 H020 03)
bizhub C652 (p/n A0P0 H021 03)
bizhub C552DS (p/n A0P0 H022 00)
bizhub C652DS (p/n A0P0 H023 00)
bizhub 223/283 (p/n A1UD H020 02)
bizhub 363/423 (p/n A1UD H021 02)
bizhub 361/421/501 (p/n A0R5 H010 06)
bizhub 601/751 (p/n A0PN H010 04)
Note : Please see attached documentationfor NVRAM Recovery Procedure. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution byRandy Marquardt, Workgroup/SSD and Chuck Tripp/Mike McCarthy/Cesar Jimenez, Production Print/SSD

Solution ID TAUS0653988EN* **Solution Usage** 39

Description

Warm-up sequence is stuck at the Konica Minolta logo screen.

Solution

PROBABLE CAUSES:
1. Bare wires exposed on the wiring harness connector for VR3. VR3 no longer works and ICP12, ICP13or ICP14 on the PRCB is OPEN.
Tape the exposed wires and replace both VR3 (p/n 56AA 8560 1) and PRCB (p/n 57AA -902 1J).
As a highly recommended preventivecountermeasure,cover the sharp edge of the underside of the metal tray with electrical tape. This should be done for both Tray 3 and Tray 4. Please see attached Bulletin Number 7463 for more detail. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

2. Failed Scanner Driver Board.
Replace the Scanner Driver Board (p/n 57AA -909 2H).If the problem persists replace System Control Board CF Assembly (p/n57AE -9522H for bizhub 600/750 and p/n A0PN R722 00 for bizhub 601/751) and System Control Board (p/n 57BA -9063H for bizhub 600 ; p/n 57AA -9063H for bizhub 750 and p/n A0PN H010 04 for bizhub 601/751).
Note : There is a different part number for the bizhub 601/751 CF card if version 20 firmware or later is installed. (p/n A0PN R722 11)

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3. Corrupt code on CF card in the System CB and/or on theCF card in the Image CB; the MFP HDD(HD-503) or the NVRAM has failed. (bizhub 600/750 only)
Disconnect the Hard Disk Drive (HDD) from the MFP (if one is installed). Download the base code for both CF cards and install. Instead of deleting the files from the CF cards, cut-and-paste them to a temporary folder and then install the new code. This process seems to be more stable than just deleting the files. Once the files are placed on the CF cards, delete the old files.
At the completion of rewriting the CF cards, the MFP firmware level will be at version 10.
IMPORTANT : Change the administrator password before upgrading firmware beyond the base level.To do this, perform the following:
a. Enter Service Mode.
b. Press Stop,0, Clear on the 10-key pad of the control panel.
c. Touch Administrator Password.
d. Enter the administrator password.
e. Touch End.
If the Konica Minolta Logo is still being displayed, the NVRAM may need to be replaced. Upgrade the firmware after determining that the MFP starts properly. Install version 17, 20, and then 31. Reconnect the MFP HDD. Replace the HDD (p/n 56UA M720 00) ifit has failed.
Note : The latest version firmware and system software are available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more.

4. PRCB failed.
Replace PRCB(p/n 57AA -902 1J).
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD;Arnold Tuazon -CPO, LTD; Steve Gates, SSD District Service Manager/South Region; Craig Blyther, ESS and Bill Hall, Workgroup/SSD

Solution ID TAUS0649345EN* **Solution Usage** 31

Description

C-4707 shortly after power up.

Solution

CAUSE: Loose connection between the Write unit and IPB (Image Processor Board) or the Write unit has failed.

SOLUTION: Please reseat all connectors on all boards including the Write unit. Replace the Write unit if needed (p/n 57AA -6501 for bizhub 600/750 orp/n A0PN R706 00 for bizhub 601/751).
SPECIAL NOTE : Solution provided by Tim Fisher, United Office Systems

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Solution ID TAUS0657669EN* **Solution Usage** 20

Description

C-E002errorcode.

Upgraded to version 20 firmware.
Unable to enter the Service mode directly or via Trouble Reset under normal operation.
The machine may briefly indicate that it is ready to copy before the code is displayed.

Solution

PROBABLE CAUSES:
1. Hard Disk Drive (HD-503/HD-510) may need to beformatted.
Perform a format of the HDD.
a. Turn ON the main and sub power switches of the main body.
b. Go into Service Mode.
c. Touch the State Confirmation key.
d. Touch the Memory/HDD Adjustment key.
e. Touch HDD Format key.
f. A prompt will appear to format a HDD or not. Use the below table to determine what type of format to perform.
ALL will format all partitions.
1 will format printer functions, Font/Spool area.
2 will format Box function partitions System/User Box.
g. Touch ALL then YES .
CAUTION : Do not turn the power OFF during HDD formatting.
h. When the formatting is complete, make sure to turn OFF/ON the main and sub power switches.

An alternate method whichmight be more easily implemented bysomeone who is not familiar with assessing the Tech Rep Mode (Service Mode):
a. Press the Utility/Counter key.
b. Touch [3 Administrator Settings] on the touchscreen.

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c. Input the Administrator Password (default password is 12345678).
d. Touch [OK] on the touchscreen.
e. Touch [0 Security Settings] on the touchscreen.
f. Touch [6 HDD Settings] on the touchscreen.
g. Touch [5 Format HDD] on the touchscreen.
h. A prompt will appear on the touchscreen confirming you want to format the HDD. Touch [Yes].
i. Touch [OK] on the touchscreen. Do not turn the power OFF during the HDD formatting.
j. When the formatting is complete, make sure to power the machine OFF/ON using the main switch.

2. Upgrading of firmware
The optional hard drive has not been set for the new version.
If the optional HDD is installed, please update the program by the procedure below.If the optional HDD is not installed, use conventional procedure as outlined in the Service Manual.
a. Perform ISW.
b. If main power switch is turned OFF/ON, C-E002 is indicated.
c. Access to the Service mode by pressing [Utility] on the operation panel.
d. From [State confirmation] ? [Memory/HDD Adjustment], press [HDD version up] then press [Start].
f. If OK is displayed, turn OFF/ON the engine power switch.
Note : Once the firmware is upgraded to level 20.0 it cannot be downgraded toa previouslevel because of significant differences to the code. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

3. Inability to enter the Service mode directly or via Trouble Reset under normal operation
Memory problem. The bizhub 600/750comes standard with512MB of memory (two 256MB DIMMs). If one or both of the memory modules is/are missing or malfunctioning, C-E002 will be indicated.
Reseat or replace the memory (p/n 56UA 8908 0 - 256MB DIMM).
Note : The bizhub 601/751 comes standard with one 1024MBmemory module (p/n V865 3000 41).

4. The machine may briefly indicate that it is ready to copy before the code is displayed.
Corrupted system code on the CF cards. (bizhub 600/750 only)

On the bizhub 600/750 there are two CF cards. One is attached to the Image Processing Board and the other on the back of the System Control Board. On the Image Processing Board, the CF Card can be accessed from the right side of theMFP by removing the upper access panel. The CF Card on the System Control board can only be accessed by removing the Image Processing Board and the System Control Board from the back side of the MFP.
Note : The top board is the Image Processing Board; the lower Board is the System Control Board.
Write the base level firmware directly to the CF card as describedin the following procedure.
a.There are 2 base files (600-750-image-base.exe and 600-750-system-base.exe) that can be downloaded via the Konica Minolta Download Selectorand unzipped to a folder.
b.Once the files are copied to a folder (an individual folder for the Image and for the System board is recommended) put the CF cards into a card reader.
c.Erase the files on the card and copy the new files to the card.
CAUTION : DO NOT FORMAT THE CF CARD . These cards are formatted in VxWorks® format. A laptop running Microsoft® Windows will format them in the FAT format and render them unusable.
d. Reinstall the boards and then power up the MFP. Since the Image Processing Board contains some of the data files, the Image Processing adjustments will need to be redone, just likeon a new machine. If using new boards, a firmware update is required.
IMPORTANT :

Change soft switch 32-1from 1 to 0. This will allow the MFP to read all the files on the USB drive.

The printer control files are model specific. Files with a 57AA belong to the bizhub 750 while files beginning in a 57BA belong to the bizhub 600. Please remember the Alpha characters AA and BA . If flashing it with the wrong file, a C-C111 code will be generated and the MFP will need to be reflashed.
If the problem is not resolved by rewriting the firmware to the CF cards, please replace them.
System CF card (p/n 57AE -952 2H)
Image CF card (p/n 57AA -951 2I)
SPECIAL NOTE :Solution provided by Andrew Wilson, Albin Business Machines and Alonzo Smith/Bill Hall, Workgroup/SSD

Solution ID TAUS0700680EN* **Solution Usage** 19

Description
C-6708 code.

Solution
PROBABLE CAUSES:
1. Failed lamp inverter board (Lamp Starter).
Note : May also see intermittent black copies.
Replace the lamp inverter board (p/n 57AA 8351 0).

2. Loose or failed exposure lamp (L1).
Reseat the L1 connector. If the problem persists, replace L1 (p/n 57AA 8301 0).
Note : This may only occur in the morning hours.

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3. AGC adjustment level abnormality
Flash machine firmware to current level and retest. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

4. Firmware update required ifthe error is generated when ADF key is pressed in the Service Mode.
Please update the machine firmware to latest version.

5.Failed CCDUnit and AD Wiring.
ReplaceCCDUnit(p/n 57AA -630 3F), and AD wiring (p/n 56QA 9046 2).
SPECIAL NOTE : Solution contribution by Tom Kelly/John Miller/Alonzo Smith, Workgroup/SSD

Solution ID TAUS0700317EN* **Solution Usage** 16

Description

Intermittent "Now Warming Up" message.

C-28xx error code may also be indicated.
Copies/prints may be "gray".
Copy/print jobs not being output, stuck in job list.
Engine list prints cannot be output.

Solution

CAUSE:Machine isfailingtocomplete a DMAX/Gamma check. Dirty/failed Toner Control Sensor Board and/or possible failed PRCB.

SOLUTION:Check Service Call Countersfor excessive counts.Clean or replace the Toner Control Sensor Board (p/n 56AA -910 2E). Replace the PRCB if necessary (p/n 57AA-902 1J). Perform drum peculiarity adjustments.

SC Counters

SPECIAL NOTE Solution contribution by Bill Hall/David Silverstein/Tom Kelly, Workgroup/SSD and David Aekus, Production Print/SSD

Solution ID TAUS0807903EN* **Solution Usage** 10

Description

When copying from the glass, the user must click "finish" before output begins.

Solution

CAUSE:The machine is set for "sort" mode.

SOLUTION:Change the machine to "group" mode.To do this,touch the "finishing" button, then select "group" and touch "OK".
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS1000066EN* **Solution Usage** 9

Description

The LCD is blank and does not respond to key strokes.

Solution

CAUSE:Failure of image on the CF card (CF assembly)and/or OACB (Control Board assembly.

SOLUTION:Rewrite version 10 base on the CF card.
1. Download version 10 base.

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2.Create two new folders, one to backup the current files and one to unzip the new files into. Select all files on the CF card and cut and paste them to one of the newly created folders. Next, unzip the recovery firmware into the other new folder that was created then, select all and cut and paste them to the CF card. When the files are done transferring, make sure to properly eject the CF card before removing it.
3. Reinstall the CF card into the machine andpower it ON. The firmware level is now complete for the CF card.(see attached example)
4. The machine can now be flashed up to the latest firmware level using a USB drive.
Notes :
a.If problem persists, replace the CF card (p/n A0PN R722 00). The final step if LCD is still blankis to replace the OACB (p/n A0PN H010 04).
b. There is a different part number for the bizhub 601/751 CF card if version 20 firmware or later is installed. (p/n A0PN R722 11)
SPECIAL NOTE : Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS0648950EN* **Solution Usage** 8

Description

No Power; no display.

Solution

PROBABLE CAUSES:
1. Failed power transformer on DCPS1 (DC Power Source 1).
Replace the DCPS1 (p/n 57AE 8451 1).

2. AC voltage isinput to CBR 1 and CBR 2 (circuit breakers) withno AC voltageoutput. Failed AC Power Source assembly.
Replace the AC Power Source assembly (p/n 57AE -719 0).
SPECIAL NOTE : Solution contribution by Alonzo Smith, Workgroup/SSD

Solution ID TAUS0901042EN* **Solution Usage** 8

Description

The Corner/2 Position Staple icon is missing, or a "Stapler Can't Be Used Currently" message is indicated on the control panel. The message appears after resetting a finisher (FS-524/FS-525/FS-610) error code.

Solution

CAUSE: DIP switch 39-2 is set to 1.

SOLUTION: Enter Service mode and perform the following procedure:
1. Select System 1.
2. Select Trouble Isolation.
3. Go to page 2.
4. Change Staple to "Unset."
5. Press End.
6. Exit Service mode and reboot the MFP with the main power switch.
Note :This can also be done by changingDIP switch 39-2 to 0 (OFF).
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD and Bill Hall/Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0653520EN* **Solution Usage** 6

Description

Scan to E-mail and Scan to SMB not listed or not available in the address book or for Direct Input after updating the main body firmware orafter changing Vendor Mode.

Solution

CAUSE: E-mail and SMB functionality is not enabled.

SOLUTION: To enable SMB and E-mail scanning, perform the following:

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1. While in Copy mode, press the Utility button.
2. Press Administrator Setting and enter the default passcode (12345678).
3. Select 5) Network Setting.
4. Select 6) SMB Setting.
5. Edit Scan Setting to ON.
6. Select 9) E-mail Setting.
7. Edit E-mail TX (SMTP) to ON.
8. Enter the Host Address of the SMTP server and exit out of mode.

SPECIAL NOTE: Solution contribution by Chuck Tripp, Production Print/SSD, SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0702533EN* **Solution Usage** 6

Description

The PK-505 is not selectable on the control panel after installation.

Solution

PROBABLE CAUSES:
1. Incorrect DIP switch settings.
To enable the PK-505, please refer to the attached PK-505 Installation Manual page. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

Notes :
a. If DIP switch 4-2 is set to 0 (OFF), the Punch Unit may work correctly when printing from the driver, but it is not available on the MFP front panel. Ensure that DIP switch 4-2 is set to 1 (ON).
b.When enablingany DIP switch setting, confirm that the SET button is pressed after eachDIP switch change.

2. Failed Punch Driving Board assembly.
Ensure that DIP switches 19-4 and 19-5 are set to 0 (Faulty Part Isolation = NORMAL). If the DIPSW settings are correct then replace thePDB (p/n 15KY H010 00).

Solution ID TAUS0801066EN* **Solution Usage** 6

Description

"Insert plug-in key counter" message after key counter is installed and enabled in billing management.

Solution

CAUSE: The wrong connector has been used to connect counter to main body.

SOLUTION: HECON® device may arrive withtwo connector types. Switch connectors. If this does not resolve issue, contact HECON® for assitance in obtaining correct connector for specific device.
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Support: service@densi.com
Web Site: www.densi.com
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0650113EN* **Solution Usage** 5

Description

C-4704 error code is indicated on operation panel. Intermittently there may be black copies/prints.

Solution

PROBABLE CAUSES:
1. Failure of the write unit. (bizhub 600/750 only)
Replace write unit(p/n 57AA-6501).

2. The charge corona unit is contacting the drum due to a misplaced charge corona cover.
Resecure the charge corona cover to prevent contact with the drum.

3. The charge corona grid is damaged or dislodged and isshorting to the drum.
Inspect the charge corona (p/n 57AA R714 00)and make any needed repairs.Replace the charge grid if needed (p/n 56AA 2503 0).
SPECIAL NOTE : Solution contribution byBob Moeller, Production Print/SSD and Mike Galletta/Randy Marquardt, Workgroup/SSD

Solution ID TAUS0650707EN* **Solution Usage** 5

Description

Cannot print to the copier/printer or PING it from a workstation or laptop using a crossover cable.

Solution

CAUSE: Failed System Control Board(Overall Control Board).

SOLUTION: Replace theOACB (p/n 57BA -906 3H for bizhub 600 ; p/n 57AA -906 3H for bizhub 750 orp/n A0PN H010 04 for bizhub 601/751). SPECIAL NOTE : Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0703652EN* **Solution Usage** 5

Description

C-D203 or C-D301 at power up. There may be no network connectivity with the inability to PING, print or scan.

Solution

PROBABLE CAUSES:
1. Communication failure of Printer Controlunit (PRCB).
Ensure that the machine is updated to the latest version of firmwarewhich can be downloaded via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
If issue persists, reseat connections between the image CB, system CB and PRCB. If code still persists, replace the PRCB (p/n 57AA -902 1J).

2. The firmware on the Image CF card or System CF card is corrupt.
Download and install the base firmware for both CF cards, Image and System.Re-flash the machine if needed.

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3. Possible failed NVRAM.
Try turning off the network within the MFP,power cycle the machine thenturn the network back on within the MFP.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD and Darius Howard, Workgroup/SSD

Solution ID TAUS0801013EN* **Solution Usage** 5

Description

Tray 3 will not change paper size.The tray keeps indicating that there is 8.5x11 Landscape sized paper installed even when Legal or 11x17 is loaded. If Tray 4 wereswitchedwithTray 3 the issue remainsat the inserted tray location does not follow the paper tray.

Solution

CAUSE: Incorrect settings.

SOLUTION: Press the Utility/Counter Key=> then the User Setting Key => press the System Setting key =>then the Paper Tray Setting Key =>select the Paper Type Key => then the Special Size Setting. Make sure the Special Size Setting is set to Standard Size 1. If set to Standard Size 2 the default and only size for the tray is 8.5x11 Landscape.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0802251EN* **Solution Usage** 5

Description

The blue and orange scanner lights are illuminated and the START key is solid amber (orange).

Solution

PROBABLE CAUSES:
1. Failure of NVRAM and/or PWB-MFP (MFPB) or OACB (bizhub 601/751).The machine may have been subjected to a power surge.
Replace the NVRAM and/or MFPB/OACB. The board part numbers are:

bizhub C451/C550 (p/n A00J H020 07)
bizhub C650 (p/n A00J H021 00)
bizhub C452/C552 (p/n A0P0 H020 03)
bizhub C652 (p/n A0P0 H021 03)
bizhub C353 (p/n A02E H341 06)
bizhub C203/C253 (p/n A02E H342 06)
bizhub 601/751 (p/n A0PN H010 04)
Note :The online NVRAM/BRU Replacement RA/Claim form is referenced in attached Bulletin Number 5783. To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
IMPORTANT : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number the request will be denied.
Before replacing the NVRAM, thoroughly troubleshoot the problem. The NVRAM should be replaced only as the last resort. Many times replacing it DOES NOT solve the issue and, when it does, only a setting in the NVRAM may have caused the problem.
The NVRAM can be ordered via the Online Technical & Special Program order form located within MyKonicaMinolta.com:
a. Login to MKM.com.
b. Select the Service tab.
c. Select Warranty, Repair, & Special Programs (menu at left side of screen).
d. Click on Warranty Services & Technical/FOC Programs (in center of screen).
e. Select NVRAM/BRU Replacement Program and completely fill in the NVRAM/BRU Replacement RA/Claim form.

2. Damaged or failed memory module(s).
Please move the memory module(s) into a different slot and see if the symptoms change. Replace any failed module(s).

bizhub C451/C550/C650 memory (p/n V865 3000 12 x2)

bizhub C203/C253/C353 memory (p/n V865 3000 14 x2)

bizhub C452/C552/C652 memory (p/n V865 3000 26 x1)

bizhub 601/751 memory (p/n V865 3000 41 x1)
SPECIAL NOTE : Solution contribution by Rich Giddings, KMBS/Indianapolis; Jim Behrends, Production Print/SSD and Stephen Schmelcke, Workgroup/SSD

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Solution ID TAUS0902735EN* **Solution Usage** 5

Description

The punch option is not visible on the front panel of the machine, under the finishing options and punch adjustments in the service mode are not displayed.However, the management list shows the punch option as installed.The marketing area is set to US.The printer driver shows that 4-hole punch is availableand 3-hole punch is not shown.The print driver shows the ZU kit as the ZU-604 when it polls the machine for configuration information although the ZU-605 is actually installed.

Solution

CAUSE:Incorrect soft switch setting.

SOLUTION:Make the following soft switch setting for punching with the ZU-605:
Set 22-1 to 1 (ON), 22-2 to 0 (OFF), 22-5 to 1(ON) and 4-2 to 1(ON).

SPECIAL NOTE : Solution contribution by Bill Hall and Thomas Kelly, Workgroup/SSD

Solution ID TAUS0649087EN* **Solution Usage** 4

Description

PK-502/PK-503/PK-504/PK-505, C-1132during installation.

Solution

CAUSE: Loose connector(s). Ifany connectors for this option are not inserted squarely they will not lock in place.

SOLUTION: Unplug all of the connectors for the punch optionand reseat them, making sure they are inserted squarely and fully.

Solution ID TAUS0700205EN* **Solution Usage** 4

Description

C-2702and/or C-2703code.

Solution

PROBABLE CAUSES:
1. Failed T/S corona.
Remove the T/S corona unit. If blank copies can be printed without a service code appearing, replace the T/S corona unit (p/n 57AA R715 00).

2. The HV unit has failed.
Replace the HV unit (p/n 56AA 8401 2).
SPECIAL NOTE : Solution contribution by Ed Bellone and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800783EN* **Solution Usage** 4

Description

The USB External Memory icon does not show up in the System User Box screen.

Solution

PROBABLE CAUSES:
1. The External Memory Settings have not been enabled.
Toenable the External Memory Settings, access the Admin mode and perform the following:
a. Select System Settings.
b. Select User Box Settings.
c. Select External Memory Settings and set both of the External Memory Settings to ON.
d. Press OK.
e. Press Close 4x to exit the Admin mode menu.

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2. User Authentication is enabled and the Public user setting needs to be changed.
To change the default setting, access the Admin mode and perform the following:
a. Select User Authentication Settings.
b. Select User Registration.
c. Select the Public User.
d. Select Edit and the select Function Permission.
e. Select screen 2/2 and set Save To External Memory to Allow.
f. Press OK 2x.
g. Press Close 5x to exit the Admin mode menu.

3. The USB External Memory stick needs to be formatted as FAT 32. The type of format can be checked under My Computer by right-clicking on the drive and selecting Properties.
Format the USB External Memory stick.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0802328EN* **Solution Usage** 4

Description

Error 1 messagewhen running the Auto Gamma (1 Dot) or Auto Gamma (2 Dot) adjustment.

Solution

PROBABLE CAUSES:
1. The Toner Control Sensor assembly is dirty or has failed.
Clean the sensors on theToner Control Sensor assembly.If necessary, replace the Toner Control Sensor assembly(p/n 56AA -910 2E).

2. The HV unit has failed.
Replace the HV unit (p/n 56AA 8401 2).
SPECIAL NOTE : Solution contribution by Tom Kelly and Bill Hall, Workgroup/SSD

Solution ID TAUS0808408EN* **Solution Usage** 4

Description

Unable toaccess the Utility mode. The machine indicates "Selected mode is preparing for startup".Copies/prints can still be made.

Solution

CAUSE: The CF card is corrupted.

SOLUTION: Reimage the CF card by downloadingBase firmware version 10.Only delete the files from the CF card and copy the new files from the Base firmware download to it. This will recover the machine.
IMPORTANT : Change the administrator password before upgrading firmware beyond the base level.To do this, perform the following:
1. Enter Service Mode.
2. Press Stop,0, Clear on the 10-key pad of the control panel.
3. Touch Administrator Password.
4. Enter the administrator password.
5. Touch End.
From this point, flash the machine as normal to the latest firmware version. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
IMPORTANT : DO NOT FORMAT THE CF CARD as this willrender the card unreadable.
SPECIAL NOTE : Solution contribution by Mike Galletta/Bill Hall, Workgroup/SSD

Solution ID TAUS0902240EN* **Solution Usage** 4

Description

The machine will not hold the ip address entered in the network setting of the machine.

Solution

PROBABLE CAUSES:

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1. The print controller is in a trouble isolation state.

SOLUTION: Enter the service mode, select 'system one',then select'trouble isolation'. Set the print controller to 'unset' to release it from isolation. Once it has been released, the ip address can now be entered and stored in the machine.

2. Problem with the network setting.

SOLUTION: Enter the adminstrator mode, select Network Settings, then select Network Setting and press the "Off" button. Turn off the main power. Then turn on the main power, Enter the adminstrator mode, select Network Settings, then select Network Setting and press the "On" button. Turn the main power off. At power on the IP address should "stick."

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD, SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0800452EN* **Solution Usage** 3

Description

When using Vendor mode, copy jobs print out but print jobs do not.

Solution

CAUSE: Incorrect settings.

SOLUTION: Afterenabling Vendor mode,set the security settings for the function of Vendor mode. To Access the settings, use the following instructions.
"Administrator Settings" _ "Security Settings" _ "Function Management Settings" _ "Usage Settings".
The functions of Scan, Print and Fax, as well as the settings of ON, OFF and Disabledwill be presented. Set the corresponding function (fax, print) to OFF so that Vendor mode will ignore that function. In other words, set Print to OFF so that print jobs will be output by the MFP.
Note :The "Usage Settings" buttonmay not be visible,depending on selections made in the billing setting mode.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS and Bill Hall, Workgroup/SSD

Solution ID TAUS0800828EN* **Solution Usage** 3

Description

Continuous C-D001 (CD001) code.

Solution

CAUSE: Corrupt data on the hard disk drive.

SOLUTION:In the Service mode:
1.Touch State confirmation.
2.Touch Memory HDD adjustment.
3.Touch HDD format, touch 1 and YES.
4.When the machine finishes formatting the hard disk drive exit from the service mode and power cycle the machine.
SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0808299EN* **Solution Usage** 3

Description

When saving documents to a user box, the "Save Document " selection is not available.

Solution

PROBABLE CAUSES:
1.TheMFP has been mistakenly set in one of the vending modes.
Enter the Service mode and press the "STOP", then the"9" key from the touch key pad. Select the Management Function choice andmake sure the mode is set to "Unset". Power OFF/ON the MFP. The Save Document key should now be available.
Note : If the vending mode is enabled,there are limitations in function based on the modes used. To verify, simply disable vending to see if function returns.

2.The main body HDD is disabled, not installed, or defective.
First confirm that a main body HDD is installed.The HDD is an option and not standard.Confirm that software switch is set to OFF.If set to ON, the HDD is isolated.Access State Confirmation in the Service mode, and select [Memory HDD Adjust]. If no options are available, the HDD is not installed or defective.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD and Bob Moeller, Production Print/SSD

Solution ID TAUS0901560EN* **Solution Usage** 3

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Description

On a vCare-enabled MFP, the Start button continually flashes amber (orange).

Solution

CAUSE: Thisoccurs if a technician did not press the "Maintenance Completion" button when exiting the MFP vCare/CS Remote Care settings in Tech Rep Mode. This isa normal function which alerts the vCare system that vCare settings have been configured at the MFP, but may not have been fully completed.

SOLUTION: If the blinking Startbutton is related to vCare/CS Remote Care settings, use this procedure:
1.Enter the MFP Tech Rep mode:
a. Press theUtility/Counter button.
b. Press the[Details] button
c. Press Stop, 0. 0,, Stop, 0, 1.
2. Press [CS Remote Care].
3. Press the "Maintenance Completion" button.
4.Exit Tech Rep mode.
Note : For certain MFP models, this symptom also canoccur when it necessary to replace a board.Consult the Field Service Manual and this Knowledgebase if the symptom is not related to vCare/CSRC settings.
SPECIAL NOTE : Solution contribution by Mark Kemp, ESS and Mike McCarthy, Production Print/SSD

Solution ID TAUS0701540EN* **Solution Usage** 2

Description

Secure printing can be selected in the print driver, but the Secure Print User Box (under System User Box) is not available.

Solution

CAUSE:Secure printing requires the optional HDD.

SOLUTION:Install the optional HDD.

HD-505(Item #16GA) for the bizhub 360/420/500

HD-503 (Item #15NL) for the bizhub 600/750

HD-510 (Item #A0P7WY1) for the bizhub 601/751
SPECIAL NOTE : Solution contribution by Bill Hall and Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0800306EN* **Solution Usage** 2

Description

J3209 jam code at startup.

Solution

CAUSE: The Fusing Exit sensor (PS30) does not change state in the IO mode yet the sensor has been replaced. Possible OPEN ICP5 on the ADUDB (check for 5V DC) or the wiring harness for PS30 (Fixing Connecting Wiring 2) is pinched to ground.

SOLUTION: If ICP5 is OPEN and/or PS30 wiring harness is damaged, replace the ADUDB (p/n 57AA 904 1E).
IMPORTANT : Be sure to repair or replace the broken harness (p/n 57AE 9368 0 for bizhub 600/750 or p/n 57AA 9368 0 for bizhub 601/751) otherwise the board will need to be replaced again.
SPECIAL NOTE : Solution contribution by David Silverstein and Stephen Schmelcke, Workgroup/SSD

Solution ID TAUS0800640EN* **Solution Usage** 2

Description

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FK-502, after enabling the PBX mode for the fax unit, numbers entered as one-touches require the addition of a P (Pause) to function.

Solution

CAUSE: The waiting time between the PBX number entry and the dialed number is too brief. The default is only 3ms.

SOLUTION: Increase the “Waiting Time” between the PBX number entry and the dialed number to 8ms.To change the PBX waiting time the setting must be changed in the Function parameter settings.To change a Function Parameter setting:
1. Enter the Service mode.Hold the “Utility” key down on start up. When the “Trouble Reset“ screen is indicated, hit the following keys (STOP, 0, 0, STOP, 0, 1).
2. Once in the [Service mode setting] screen press the “FAX” key.
3. Press the “Function Parameter Setting” key.
4. Select the address and then, enter the address using [A] - [F] key or keypad.
5. Next, select the data and enter a value using binary numbers with keypad.
6. When the address and the value are correct, press the [Decision] key.
7. After the settings have been completed, press the [END] key.
8. Change address (000e00b2) to (00001000).
9. Restart the MFP after selecting the “Decision” key.

SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0800753EN* **Solution Usage** 2

Description

C5008 (C-5008) code on start up.

Solution

CAUSE: According to the manual the ADU drive serial input is abnormal. The serial data is not received from the ADU drive board (ADUDB) with a specificID within a specified period of time after the power switch (SW2) is turned ON. The probable cause is a failed ADU drive board (ADUDB).

SOLUTION: Replace the ADU drive board (p/n 57AA -904 0).

SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0801535EN* **Solution Usage** 2

Description

When makingcopiesor printing from the platen glass or the document feeder, the machine indicates "Now printing", but does not output the copies/prints.

Solution

CAUSE: The key counter jumper (loop) has been removed.

SOLUTION:Please confirm that the key counter loop is installed properly on the machine.
Note :There is no message displayed when the jumper is removed.

SPECIAL NOTE : Solution contribution by Dave Bruni and Jim Behrends, Workgroup/SSD

Solution ID TAUS0801947EN* **Solution Usage** 2

Description

PK-505, C-1003 and C-1132codes.

Solution

CAUSE:Failed Punch Driving Board assembly.

SOLUTION: Try disconnecting the Punch Driving Board. If the codes disappear,replace the Punch Driving Board assembly (p/n 15KY H010 00).

SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0802798EN* **Solution Usage** 2

Description

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Toner spilling and abnormal noise.

Solution

CAUSE:Waste toner is not being recycled in the cleaning unit. The recycle Clutch Connecting Gearassembly and/orCleaner Clutch (CL14) has failed.

SOLUTION:Replace thegear assembly (p/n 56AA R706 00) and, if necessary,theclutch (p/n 56AA 8202 2).
Note : Please refer to attached Parts Manual pages for parts location. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Tom Kelly andJohn Miller,Workgroup/SSD

Solution ID TAUS0900091EN* **Solution Usage** 2

Description

Scan-to-Me\Scan-to-Home with Microsoft® Windows Active Directory authentication.

Solution

Please seeattachedMarketing Bulletin 09-GB-091for information which includes:

MFP compatibility

Authentication compatibility

special firmware levels

soft switch settings
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0901745EN* **Solution Usage** 2

Description

CANNOT BE SET WITH MIXED ORIGINALmessage when selecting Offset Mode with Mixed Original.

Solution

CAUSE:A DIP switchmust be setto allow the Offset Mode to be selected with the Mixed Original Mode.

SOLUTION:Set theDIP switch using the procedures below:
1.Enter the Service Mode.
2.Touch System 2.
3.Touch DIPSW Setting.
4.Set DIPSW 32 - 6 to 1 (ON).
5.After SET, power OFF/ON and confirm.
SPECIAL NOTE : Solution contribution by Stu Dern, ESS/SSD

Solution ID TAUS1000812EN* **Solution Usage** 2

Description

Time in the body of the E-mail differs from the arrival time by +1 hour.

Solution

CAUSE: Firmware update required to enhance the performance of the MFP as it relates to DST (Daylight Savings Time) vs. UTC (Universal Time Coordinate).

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SOLUTION:Please download firmware version GU3-20.The new firmware is available for download via the Konica Minolta Download Selector:
1. Login in via www.mykonicaminolta.com
2. Select the "Service" link located on the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located on the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.
Note : If Scan to E-mail functionalityis lost,set DIP switch 17-7toOFFand the functionality will be restored.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS1001136EN* **Solution Usage** 2

Description

TheMFP display is in Japanese.

Solution

CAUSE:Corrupted firmware files.
Note : The marketing area is set to U.S. and the Service Modeappears in English.

SOLUTION:To correct:
1.Rewrite the base (recovery) firmware directly to the CF card by performing the following:
a. Download version 10 base.
b. Create two new folders, one to backup the current files and one to unzip the new files into.
c. Select all files on the CF card and cut and paste them to one of the newly created folders. Deletethe existing files from the CF card.
CAUTION :Do not format the CF card.
d. Unzip the recovery firmware into the other new folder that was created.
e. Select all the new recovery filesand copy them to the CF card.
f. Reinstall the CF card into the machine andpower it ON.
Note :Before upgrading the firmware from the base level, enter the Service Mode, press Stop-0-Cear, then change the administrator password.
2. If the display language remains in Japanese perform the following:
a. Press Utility.
b. Press (2) User Settings.
c. Press (1) System Settings.
d. Press (1) Language selection.
e. Select the first icon on the left side on the top row, this will be English.
f. Press OK;the language is now English. SPECIAL NOTE :Solution contribution by Bill Hall and Alonzo Smith Workgroup/SSD

Solution ID TAUS1002175EN* **Solution Usage** 2

Description

Dark display panel.

Main power light is lit and the Start button flashes between blue and amber .
Alternates between hourglass display and "dark" display.

Solution

CAUSE:A surge in line power to the machine has caused the CF boot firmware to fail or has corrupted the VxWorks® formating on the OACB CF card.

SOLUTION:Rewrite version 10.0 Base firmware to the OACB CF card.If issue remains after rewriting the firmware to the card, replace the OACB CF card (p/n A0PN R722 00).
Note : Before upgrading the firmware beyond the base level, change the administrator password.To do this, perform the following:
1. Enter Service Mode.
2. Press Stop, 0, Clear on the 10-key pad of the control panel.
3. Touch Administrator Password.
4. Enter the administrator password.
5. Touch End.
CAUTION : DO NOT FORMAT the CF card or delete files on CF card. These cards are formatted in VxWorks® format. A laptop running Microsoft® Windows will format them in the FAT format and render them unusable.
When downloading the Base firmware version10.0 file do not point the download to the CF card. Point ONLY to file folder created on thedesktop naming it "new CF 751/601".

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Note : There is a different part number for the bizhub 601/751 CF card if version 20 firmware or later is installed. (p/n A0PN R722 11)
SPECIAL NOTE : Solution contribution byHector Nunez, Edwards Business Machines, Inc. and Tom Kelly/Don St. Onge/Bill Hall, Workgroup/SSD

Solution ID TAUS0654011EN* **Solution Usage** 1

Description
After making copy settings they revert to initial settings when the original is placed on the document feeder (ADF).

Solution
CAUSE: Incorrect user setting.

SOLUTION: To correct the setting, perform the following:

1. Press the Utility/Counter key.
2. SelectAdministrator Setting and enter password.
3.Select System Setting.
4. Select Reset Setting.
5. Select Job Reset.
6. Select When original is set on ADF.
7. Change setting to Do not reset.
8. Exit.

SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0656179EN* **Solution Usage** 1

Description
C-6702 error code at power up.

Solution
CAUSE: Malfunction of the CCD unit

SOLUTION: Replace the CCD unit (p/n 57AA -630 3F).

Solution ID TAUS0656909EN* **Solution Usage** 1

Description
C-2301 shortly after power up.

Solution
CAUSE:The EM signal from the Developing Suction fan (FM4) shows an error when the fan turns ON. This abnormal condition recurs when a specified period of time elapses after FM4 is powered OFF/ON again.

SOLUTION: Check the Developing Suction fanmotorby doing a load check, code 42,multi-code 5. Ifit rotates in this mode, the Developing Suction fanmotor (p/n 56QA 8057 0) has failed and should be replaced. If FM4 fails to turn at all,the Printer Control Board (PRCB) should be replaced. (p/n 57AA -902 1J)
To perform the Load check:
1. Access "Service Mode" screen and press the [State Confirmation] key.
2. In "State Confirmation" screen, press the [Load Check] key.
3. While still in "State Confirmation" screen, enter the check code and the multi code with the sheet number setting button.
4. Press Start button. The load specified operates.
5. Press Stop button. The operation of the load is completed.
6. When conducting the output check of other loads or signals, repeat Steps 3 to 5.
7. Press the [OK] key. "State Confirmation" screen appears.

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Solution ID TAUS0700988EN* **Solution Usage** 1

Description

C-3901 shortly after power up. "Please wait warming up" message may also be indicated.

Solution

PROBABLE CAUSES:
1. Loose connectors on the PRCB, IPB (bizhub 600/750),OACB(bizhub 600/750)or System CB(bizhub 601/751).
Check and reseat all connectors on the boards.
Note :C-3901 represents a fuser abnormality code which will also trip softswitch 3-1.In this case, the softswitch was not being tripped, thus, the fuser code was erroneous and caused by a faulty connection.

2. The thermostat (TS3)next to the Upper fusing roller has failed.
Replace the thermostat (p/n SP00-0022) and be sure to use adjusting jigs:
PART NUMBER ITEM
57AE JG01 0 THERMOSTAT PS JIG UPPER
57AA JG01 0 THERMOSTAT PS JIG UPPER
WARNING : Be sure to repair/replace anyfailed parts before settingsoftware DIPSW 3-1 to 0. Setting DIPSW 3-1 to 0 with failed parts not repaired/replaced may result in a fire.

3. PRCB (Printer Control Board)has failed.
ReplacethePRCB(p/n 57AA -902 1J).

4. The DCPS/1 has failed.
Replacethe DCPS (p/n 57AE 8451 1).

5. Damaged wiring between ADUDB (ADU Driver Board assembly)and PRCB (Printer Control Board). This carries data flaggng the PRCB that the fuser ispresent.
Remove the ADU carriage and carefully inspect wiring loom (purple) running through rear frame of machine for any damage. Will be most prevalent where loom goes around bends. Repair or replace the ADU Control Wiring (p/n 57AA 9020 0).

SPECIAL NOTE : Solution contribution by KM Australia (BAU) and Jim DiSarro/Tom Kelly/Don St. Onge, Workgroup/SSD

Solution ID TAUS0701386EN* **Solution Usage** 1

Description

There is no duplexing selection available on the operation panel for 1:2 or 2:2.

Solution

CAUSE: Machine settings are corrupt. MFP failed to reset to default settings.

SOLUTION: To correct:
1. Access Tech Rep mode, go to State Confirm and Load check.
2. Run code 93-0.
3. Press Start. This stores the NVRAM settings that should contain the defaults.
4. Go back to System 2, Dipswitch settings, and set DIPSW31-0 to OFF, unlocking advanced output settings.
5. Go back to State Confirm, Load check and run 92-0 in the Output mode. This resets the NVRAM/Parameter Memory board to initial state.
6. Go back to System 1.
7. Reset the Marketing destination for U.S.
8. Go to Load check and run code 96-0 in the Output mode. This restores settings from 93-0 to the NVRAM.
9. Go to System 2, Dipswitch settings, and set DIPSW 31-0 to ON, locking new settings in place.
10. Back out to the basic screen and the duplex buttons should be selectable.

SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0801457EN* **Solution Usage** 1

Description

When printing from AS/400®, the writer fails when printer runs out of paper.

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Solution

CAUSE:The writer on the AS/400® will stop the print job when it receives a paper out signal, if the paper out signal is not cleared by adding more paper then the network connection to the printer is terminated by the MFP.

SOLUTION:Increasing the Network timeout on the MFP corrects the issue.To set the Network timeout use the following procedure:
Most MFPs:
1. Press the utility button and go into Administrator settings => enter the password.
2. Go to Printer settings and then Network timeout set it to 300 seconds.

bizhub PRO 1050:
1. Press Machine button on the LCD, then the Controller button => Interface setting and then Network Timeout.
2.Set 300 seconds and press the SET button.

bizhub PRO 920:
1. Press the utility button and then the controller button on the LCD.
2.Select the Interface setting => Network setting.
3. Enter 300 seconds and press the SET button.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0801915EN* **Solution Usage** 1

Description

Fax reception works properly, but transmissions fail.

Solution

CAUSE: Incorrect setting.

SOLUTION: Make sure the OEM setting is "Off." Enter the Service mode and select System 2, then OEM setting to check or change this setting.
SPECIAL NOTE : Solution contribution by Mark Walker, KMBS/Dallas.

Solution ID TAUS0900562EN* **Solution Usage** 1

Description

The short-cut key for Secure Print is not available.

Solution

CAUSE:A firmware update is required to display the Secure Print button.

SOLUTION:Load Special firmware version 11-GU3 for the bizhub 361/421/501 or version GUJ-18 for the bizhub 601/751 . The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

To enable the short-cut key for secure print, perform the following:
1. Press the Utility button.
2. Enter the Service mode. (Meter count ? Check details ? Stop, 0, 0, stop, 0, 1)
3. Select System 2.
4. Select Soft SW Settings.
5. Enter switch 21, Bit 1 and set switch to ON.
6. Press Set.
7. Cycle machine main power.
Notes :
a.Base firmwareversion 20or lateralso allows for the Secure Print short-cut.
b.Please refer to attachedRelease Notes prior to Special firmware installation. To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Bill Hall/Tom Kelly, Workgroup/SSD and Stu Dern, ESS

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Solution ID TAUS0901897EN* **Solution Usage** 1

Description

After replacing the copiers NVRAM, there where additional menu items indicated under the service mode. “Factory Auto Adjust” and “Electric Power Measurement” were indicated.

Solution

CAUSE:
Incorrect Soft Switch Settings were set under the service mode. Please note that it is unusual for the soft switches to alter on a new NVRAM. It may be an indication that the NVRAM was not cleared or from another copier.

SOLUTION:

To resolve, perform the following:

1. Under the Service Mode, System 1 double check that the copiers correct serial number has been entered.
2. Ensure serial numbers are indicated as capital letters and numbers.
3.Ensure the proper marketing area is set under System 1
4.Ensure “US” for the United States is set and not “JP” for Japan .
5.Under System 2 of the Service Mode check under the Soft Switch Setting Mode that DIPSW 30 is set to “00000000” or HEX “0x00”.
6. Check the condition of the other Soft Switch settings by referencing the Field Service Manual, Soft Switch Setting List.
7.Ensure all settings are set to the default settings for “ US ” operating area.

SPECIAL NOTE: Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0902507EN* **Solution Usage** 1

Description

Date data disappears.

Solution

CAUSE: The main power switchon theMFP is powered OFF for one month or more. The date data is retained for approximately one month because the capacity specification for the capacitor on the Parameter Memory Board (NVRAM) is about one month.

SOLUTION: Power ON the MFP main power switchfor five minutes or more to chargethe capacitoron the Parameter Memory Boardthen reset the dateby the Administrator Settings.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0902831EN* **Solution Usage** 1

Description

The machine displays the error code C-D003 after upgrading the firmware.

Solution

CAUSE: The hard disk drive is improperly formatted.

SOLUTION: Format the hard drive by entering the service mode, selecting State Confirmation, memory/HDD adjustment, Format. Once the format is complete, turn the main power off and back on. This will resolve the C-D003 error.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

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Solution ID TAUS0903102EN* **Solution Usage** 1

Description

Fax jobs locked in queue and not able to clear.

Solution

CAUSE: Corrupt data on Hard Disk Drive (ALL).

SOLUTION: Reformat hard drive.

• Once the HDD is formatted, data cannot be restored. Therefore, be sure to select the appropriate format type.
• After turning SW1 off, be sure to wait 10 seconds or more before turning it ON SW1 again. Turning ON SW1 while not waiting for 10 seconds or more after turning it OFF may damage HDD.

1. "Service Mode screen"
Press [State Confirmation].
2. "State Confirmation screen"
Press [Memory/HDD Adjustment].
3. Press [HDD Format] from the menu.
The screen for confirmation is display.
4. Select the partition [1], [2], [3], [ALL] or [Erase Mode], and Press [Yes].

When formatting is executed and completed, a message "The formatting of HDD is completed" is displayed.

NOTE
• The following data are stored in each partition.

1 : Data related to Printer (Fonts/spooling space)
2 : Data related to the box (System/User box)
3 : Reserved space (for next expansion of functions)

• When selecting [Erase Mode], the lock password which is set to HDD is canceled and the HDD formatting is executed for all partitions. When the HDD lock password is not set, only the HDD formatting for each partition is executed.

5. Turn OFF the power switch (SW2) and the main power switch (SW1) in this order.
6. After waiting for 10 seconds or more, turn ON SW1 and SW2 in this order.

SPECIAL NOTE: Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID TAUS1000019EN* **Solution Usage** 1

Description

C-D303 error code and the system stops.

Solution

PROBABLE CAUSES:
1. The Flash Memory Lock password is misaligned between the CF card and the NVRAM board (NRB).
Initialize the Flash Memory Lock password to solve this misalignment.
a. Enter the Service Mode.
b. Press Stop, 0, Clear to enter the Security Mode.
c. Select Flash Memory Lock Password Initialize .
d. Press Yes .
e. When indicated,shut OFFthe main power.

2. Communication between the OACB CF card and the OACB has failed.
Attempt reflashing the machine with the most current firmware version. If issue persists, replace the OACB (p/n A0PN H010 04).
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by David Silverstein and Tom Kelly, Workgroup/SSD

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Solution ID TAUS1000734EN* **Solution Usage** 1

Description

PK-505, C-1132error code when printing with punch selected in the driver, but the finisher (FS-524/FS-525/FS-610)does not have a punch unitinstalled.

Solution

CAUSE:Incorrect software DIPswitch setting on the bizhub 601/751.

SOLUTION:Use this procedureto properly disable punch functionality from the bizhub 751/601.
1. Set DIPSW 19-4=0 and 19-5=0.
2. Set DIPSW 26-2=1 and 26-3=1.
3. Set DIPSW 28-3=0.
IMPORTANT : Be sure to "SET" each setting and then fully powerOFF the MFP, wait at least 10 seconds, and then powerON. Be sure you do NOT get the messageregarding the punch mode being unavailable.
4.Returnto the software switch settings.
5. Set DIPSW 19-4=1 and 19-5=1.
6. Set DIPSW 26-2=1 and 26-3=1.
7. SetDIPSW 28-3=1.
IMPORTANT : Be sure to "SET" each setting and then fully power off the MFP, wait at least 10 seconds, and then power on again. You should now see the message regarding the punch mode being unavailable.

SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS

Solution ID TAUS1001286EN* **Solution Usage** 1

Description

AU-211P, after properly setting upthe CAC device, the machineindicates "Failed to authenticate at login" error.

Solution

CAUSE:LDAP w/SSL is not enabled.

SOLUTION:Enable LDAP w/SSL:
1. Enter Service Mode.
2. Select Soft Switch Settings.
3. Switch No. 44.
4. Change Bit 1 to ON.
IMPORTANT : WHEN DEALING WITH GOVERNMENT ACCOUNTS,BEFORE CHANGINGTHIS SETTING, PLEASE CONFIRM WITHTHE CUSTOMER'S IT DEPARTMENT BECAUSE THIS FEATURE MAY NOT BE ALLOWEDAT CERTAIN SITES.
SPECIAL NOTE: Solution contribution by Stephen Schmelcke, Workgroup/SSD

Solution ID TAUS1001456EN* **Solution Usage** 1

Description

Scan to E-mail error codes are represented by fractions.

Solution

CAUSE:The machine measurement setting is set to Inch (fraction).

SOLUTION:Please perform the following to correct the error code message:
1.Press Utility/Counter.
2.Select User Settings.
3.Select System Settings.
4.Select Measurement Unit Settings.
5.Change setting from Inch (fraction) to Inch (numerical value).
Scan to E-mail error messages should nowdisplay as desired.
SPECIAL NOTE : Solution contribution by Stephen Schmelcke, Workgroup/SSD

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Solution ID TAUS1001757EN* **Solution Usage** 1

Description

When logged into the machine using PageScope Web Connection, the User Box option does not appear.It is visible on the MFP.

Solution

CAUSE: Network usage function is turned off.

SOLUTION:Please enable network usage function using these steps:
1. Utility counter.
2.Administrator mode.
3.Security settings.
4.Function permission settings.
5.Set network usage function to ON.
After performing the above steps, the User Box and files inside the User Box should be visible through PageScope Web Connection.
SPECIAL NOTE : Solution contribution by Stephen Schmelcke, Workgroup/SSD

Solution ID TAUS1002443EN* **Solution Usage** 1

Description

The transmission report does not display the first page of the fax after the TX report prints. (FK-502/FK-508)

Solution

CAUSE: Incorrect settings.

SOLUTION: Please perform the following steps to enable an image on the TX report:
1. Enter Service Mode.
2.Select Fax .
3.Select List Output .
4. Select TX Result Report .
5. Select With Image .
6. Please send a test fax after making the above adjustment to ensure that the image is on the page.
SPECIAL NOTE : Solution contribution by Stephen Schmelcke, Workgroup/SSD

Solution ID TAUS0801932EN* **Solution Usage** 0

Description

Scan to E-mail fails on large jobs. In the job list/scan tab/job history/detail screen "Server Disk Full" error is displayed. There is no problem with SMB scanning.

Solution

CAUSE: E-mail server limitation. The file size has exceeded the limit set for attachments at the destination E-mail server.

SOLUTION: Reduce the resolution and/or number of pages.
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS0901359EN* **Solution Usage** 0

Description

The web page doesn't display.

Solution

CAUSE: The logic is scrambled and must be re-initialized.

SOLUTION:

1. Enter Service Mode.
2. Touch Initialization.
3. Touch System 1.
4. Touch Network Setting Data.
5. Press the Start key and exit the Service Mode when the procedure is completed.
6. Power cycle the unit.

SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD, SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

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Solution ID TAUS0901606EN* **Solution Usage** 0

Description

Unable to update firmware using a USB jump drive (flash drive/memory stick).

Solution

CAUSE: The file structure for the firmware on the jump drive is incorrect.

SOLUTION: To create the correct folder structure, download the latest base firmware file. This will extract into a BW75_60 folder which contains the necessary folders and file for the USB jump drive firmware update. Make sure that this folder is located in the root of the memory stick.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0901971EN* **Solution Usage** 0

Description

The machine does not display the network settings in the administrator mode.

Solution

CAUSE: The marketing area settings are incorrect.

SOLUTION: Set the marketing area and fax target to US. Reboot the machine and the network settings will now be displayed in the administrator mode.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS1001145EN* **Solution Usage** 0

Description

Question marks (?) are displayed forTray 3 and Tray 4 rather than the correct paper size.

Solution

CAUSE: Paper Size VRs (VR3 and VR4) are out of adjustment for Tray 3 (VR3) and Tray 4 (VR4).

SOLUTION: Perform the tray adjustment procedure VR3 and VR4:
1. Enter the "Service Mode screen" and Press [Machine].
2. At the "Machine Adjust screen" Press [Tray].
3. At the "Tray screen", press the key of the tray and select the tray to be adjusted.
4. Pull out the selected tray, and with the paper guide expanded to the utmost limit, move the paper guide slowly in the direction in which the width is reduced and set it to the scale position of "A4R". (The inner measurement of the paper guide is 210mm.)
5. Set the tray.
6. Press Start key. The current position of the tray selected will be read in. After completion of the adjustment, "OK" appears.
7. When adjusting other trays, repeat Steps 3 to 6.
8. Press [END].Machine Adjust screen appears.
SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID TAUS1001428EN* **Solution Usage** 0

Description

"Now printing" or "Now scanning" message.

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Solution

CAUSE: Failed DCPS/1. Two capacitors on DCPS1 (C113 and C309) were bubbled up and the oil had leaked out of them onto the bottom of the machine. Please see attached document showing pictures of this. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SOLUTION: Replace DCPS1 (p/n 57AE 8451 1).
SPECIAL NOTE : Solution contribution by Val Kenney, SSD District Service Manager/South Region

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Solution ID TAUS1002245EN* **Solution Usage** 0

Description

Unable to print or scan from a USB device.

Solution

CAUSE:The specified functions are disabled by default.

SOLUTION:To enable print and scan functions via USB please follow these instructions.
1.Enter Administrator mode.
2.Select System Settings.
3.Select User Box Settings.
4.Select External Memory Function Settings.
5.Modify print and scan to allow enabling these functions.
SPECIAL NOTE : Solution contribution by Stephen Schmelcke, Workgroup/SSD

Solution ID TAUS0900446EN* **Solution Usage**

Description

When Test Copy in the Cartridge set mode (Drum Peculiarity adjustment) of the Service Mode is executed, a black copy might be printed out instead of 10 blank pages.

Solution

CAUSE: A firmware update is required.

SOLUTION: Please install firmware MFP Controller version 15 or later. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Please refer to attached Release Notes prior to firmware installation. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0900526EN* **Solution Usage**

Description

How do I store files in USB memory on a bizhub 601 or a bizhub 751?

Solution

Store the update under a folder named "BW75-60" folder on the USB memory.

DO NOT change the folder name from ‘BW75_60’. If it is changed, the update file cannot be recalled at ISW and program upgrade becomes impossible.

SPECIAL NOTE: Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0900529EN* **Solution Usage**

Description

The copier outputs gray background after performing the maintenance on the copier.

Solution

Cause: This issue is caused by defection of the image density control in the beginning of the PM Cycle.

Solution: This issue has been addressed with a firmware updated to the following versions:

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bizhub 751: Printer controller program (combined) version.32 and above
bizhub 601: Printer controller program (combined) version.32 and above

After completing the update, please be sure to perform the following.

1. Check the DIPSW10-3 is “1”.
2. Replace the Drum and the Developer to the new one.
3. Reset the fixed parts counter of the Drum and the Developer to 0.
4. Execute the Maximum density adjustment.

Note: 1. Please hold off on the next PM until firmware is updated.
2. When the above-mentioned issue has been addressed by firmware update, exchange of the Drum and the developer is needed

Note: The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE: Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0901136EN* **Solution Usage**

Description
Intermittently, the machine displays the error code C-0202, usually in the morning after coming out of power save mode.

Solution
CAUSE: The PRCB has failed.

SOLUTION: Replace the PRCB (p/n 57AA 902 1J) to correct the problem.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0901220EN* **Solution Usage**

Description
Print jobs sent to the user box do not print out to the tray that was selected when the job was sent.

Solution
CAUSE: Auto Tray Switching is set to RESTRICT.

SOLUTION: Enable Auto Tray Switching. To enable, perform the following:

Select Utility>User Settings>System Settings>Paper Tray Settings>Auto Tray Switch On/Off and set it to allow and save.

SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0901241EN* **Solution Usage**

Description
The machine will immediately lock up when the ethernet cable is connected. The machine runs fine when the ethernet cable is disconnected.

Solution
CAUSE: The machine is set with a static ip address, but the customer's network uses DHCP. Unless there is an ip address reserved on the DHCP server for the machine to use, it will be rejected unless it is set to auto obtain an address.

SOLUTION: Set the machine for auto obtain in the network settings or verify that the customer has a reserved static ip address for the machine to use.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

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Solution ID TAUS0901390EN* **Solution Usage**

Description

The machine displays the error code C-D401 on startup.

Solution

CAUSE: The machine is set for the encryption kit but one is not installed.

SOLUTION: Enter the service mode, select system 2, select option then encryption kit. Set the encryption kit to not installed and reboot the machine. The machine will now boot properly as it is not looking for the encryption kit.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0901852EN* **Solution Usage**

Description

Scan to Shared Folder using SMB has stopped working for user or new user not working after replacing old user in page scope. There is a failed to connect to server message indicated.

Solution

CAUSE:
Lost Permissions in windows pc and/or server - server subfolder is too deep. If there aremore than 5 folders, the deep scan function will have issues finding thefolder. Possible reasons for this are - New user creation using old button - Server was upgraded recently.

SOLUTION:
Creator of new user failed to create new registration button. Delete the old user button and create a new user button. If this does not work then it is a Windows issue. Delete the scan folder and create a new folder using a different name. Windows loses the permissions when creating a new user on the pc to a pre existing folder. Recreate a new scan store folder and recreate the share. Test scan to server by moving the folder to the root directory

Contributor name: Eleasar Sisneros, HILLIARD ENERGY, LTD., SPECIAL NOTE: Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0902129EN* **Solution Usage**

Description

C-0301 (C0301) shortly after power ON.

Solution

CAUSE: Obstructed or failed transfer/separation suction fan (FM3).

SOLUTION: Clean and inspect the transfer/separation suction fan. Ensure that the power connector is securely seated and that no obstructions are interfering with the suction fan blade rotation. Also, reseat CN409 on the ADUDB. Replace the transfer/separation fan (p/n 56QA 8056 0) as necessary.
SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0902366EN* **Solution Usage**

Description

FS-524/FS-610, theMFP does not recognize that thefinisher is installed.

Solution

CAUSE: The PK-505 Hole Punch Control Board (Driving Board assembly)has failed.

SOLUTION:TurnOFF the main power of the machine anddisconnect CN61 and CN62 from the finisher control board.Power the machine ON. If theMFP now recognizes the finisher, the Hole Punch CB needs replacement (p/n 15KA -901 1E).
SPECIAL NOTE : Solution contribution by Mike Galletta and David Silverstein, Workgroup/SSD

Solution ID TAUS0902591EN* **Solution Usage**

Description

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The machine displays the error code C-0301 on startup.

Solution

CAUSE: The wiring harness located below the conveyance fan is obstructing the operation of the conveyance fan causing the error code.

SOLUTION: Reseat and reroute the wiring harness so that it does not obstruct the conveyance fan to resolve the problem.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0902924EN* **Solution Usage**

Description

The machine displays the error code C67-08 when first turned on.

Solution

CAUSE: The CCD unit has failed.

SOLUTION: Replace the CCD unit(p/n 57AA 630 3F) to resolve the problem.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS1000022EN* **Solution Usage**

Description

C-C104 error code at power on and unable to make any selections in service mode. Display stays at Konica Minolta when attempting a trouble reset.

Solution

CAUSE: Printer control board has the incorrect firmware and the installed fax kit and/or HDD are locking up service mode.

SOLUTION: To correct perform the following:

1. Physically remove the fax kit and HDD.
2. Enter service mode and set soft switch 32-1 to a 0.
3. Perform ISW and select the correct file for model, 601 starts with 57BA and 751 starts with 57AA.
4. Set soft switch 32-1 back to 1 after completing.

SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS1000029EN* **Solution Usage**

Description

The machine is set to count 11 x 17 duplex as two clicks, but it counts as four instead.

Solution

CAUSE: Firmware issue.

SOLUTION: Upgrade to v. 19 or higher firmware.

Note: To count 11 x 17 duplex as two clicks, set software switch 8-6 to off and setthe machineto mode 1 in the billing setting mode.

Note: The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS1000382EN* **Solution Usage**

Description

C-5006 error code on startup.

Solution

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CAUSE: The DIMM memory mounted on the overall control board is not seated properly or the overall control board is damaged.

SOLUTION: Reseat the DIMM mounted on the overall control board first and turn on the machine. If the error code is displayed again, replace the overall control board (p/n A0PN H010 04) to correct the issue. SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS1000444EN* **Solution Usage**

Description

Is vCare Communication supported for the 361/421/501 or 601/751 when the IC controller is not installed?

Solution

vCare supports one-way e-mail communication for the 361/421/501 without the IC-207 Controller installed.

It is also supported for the 601/751 without the IC-208 installed.

Note: The MFP's network and vCare (CSRC) settings must be properly configured in order for vCare communication succeed, and supported Firmware must be installed.

SPECIAL NOTE: Solution contribution by Mark Kemp, ESS

Solution ID TAUS1000475EN* **Solution Usage**

Description

Machine does not boot normally. At power up it goes directly to Ready and is non-functional. Machine appears to be "locked up" or "frozen". If the machine is allowed to sit for a short while with power OFF, the next time it is powered ON, it boots properly.

Solution

CAUSE: PRCB has failed or is failing.

SOLUTION: Replace the PRCB (p/n 57AA -902 1J).
SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID TAUS1000637EN* **Solution Usage**

Description

When duplexing, the first setcomes out as single sided sheets.

Solution

CAUSE: This is caused by a firmware bug.

SOLUTION: Download and install the following special firmware: 751_601us_m1g1900ca.zip .

Note: The firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

SPECIAL NOTE: Solution contribution by Craig Blyther, ESS

Solution ID TAUS1000690EN* **Solution Usage**

Description

"Create User box" function has no Public box button present, only Confidential.

Solution

CAUSE: When a hard disk is not installed the use of Public/Personal User box is unavailable.

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SOLUTION: Check the condition of the HDD. HDD must be installed and detected by MFP. Unset the HDD, power cycle the MFP then reset the HDD to Installed . HDD may have to be reformatted if corrupt.
SPECIAL NOTE : Solution contribution by Jim DiSarro, Workgroup/SSD, SPECIAL NOTE: Solution contribution by Randy Marquardt, Workgroup/SSD

Solution ID TAUS1000726EN* **Solution Usage**

Description

Unable to access the User Box. When attempting to access the User Box the button is missing.

Solution

CAUSE: The hard drive has failed.

SOLUTION: Please replace the hard drive.

bizhub C250/C250P/C252/C252P/C300/C351/C352/C352P/C450/C450P: HD-501 (p/n 9J06 M705 00)

bizhub 600/750: HD-503 (Item #15NL)

bizhub 601/751: HD-510 (Item #A0P7WY1)

bizhub C203/C253/C353/C451/C550/C650: (p/n A00J M723 00)

bizhub C353P/magicolor 8650DN: HD-508 (Item #A0DDWY0)

bizhub C662/C552/C452/C552DS/C652DS: (p/n A0ED M720 00)

bizhub C280/C360: (p/n A0ED M720 00)

bizhub C220: HD-515 (Item #A11CWY1)
Note : The Hard Disk Drive(HDD) is notincludedwith the bizhub C220. It is considered an option. The hard disk must be installed in advance when installing the mount kit (MK-720). Additionally, some functions or options are available only when the hard drive is installed.
SPECIAL NOTE : Solution contribution by Stephen Schmelcke, Workgroup/SSD

Solution ID TAUS1000936EN* **Solution Usage**

Description

When selected in the driver, Binding Position, is not applied. Binding is alwayson the left.

Solution

CAUSE:An incorrect setting in the User settings for the printer.

SOLUTION:To correct, perform the following:
1. Select Utility.
2. Select User settings.
3. Select Printer settings.
4. Select Basic settings.

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5. Use the arrows to go to the second screen.
6. Select Binding Direction Adjustment and change the setting to Productivity Priority and save the setting.
SPECIAL NOTE : Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS1001608EN* **Solution Usage**

Description

One Touch Registration missing.

One-Touch/User Box Registration is not displayed in the Utility menu.

Save Document is not displayed in the User Box menu.

Solution

CAUSE: Incorrect settings. Software DIPswitch 38-1 is set to 1 by accident ordue tosoftware corruption.

SOLUTION:Change DIPswitch 38-1to 0 .
Note : This DIPSW is undocumented in Service Manual.
SPECIAL NOTE : Solution contribution by KM Australia (BAU)

Solution ID TAUS1002367EN* **Solution Usage**

Description

C193 is indicated but not recorded in the service code history.

Solution

CAUSE:Corrupted CF card.

SOLUTION:Rewrite the base firmware to the CF card.
1. Create two new folders on a PC.
2. Remove the CF card from the OACB and copy all files from it to one of the new folders.
3. Delete all files on the CF card.
4. Download the base level 10 recovery firmware.
5.Unzip the base firmware andcopy to filesto the CF card.
6.From the main service mode screen, press Stop, 0, C.
7. Select Administrator Password and enter the new admin password.
8. Then upgrade the machine (using the normal USB method) to the current firmware.
9. If the problem is not resolved replace the CF card (p/n A0PN R722 00).
Note : There is a different part number for the bizhub 601/751 CF card if version 20 firmware or later is installed. (p/n A0PN R722 11)
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS1002523EN* **Solution Usage**

Description

After connecting to the MFP with PageScope Box Operator there areno files displayed for any boxes.

Solution

CAUSE:Incorrect setting.

SOLUTION:To enable display of the files in PageScope Box Operator, perform the following:
1. Enter the Administrator mode.
2.Select Security Settings.
3. Select Function Management Settings.
4. Select Network Function Usage Settings and set it to "On."
Note :On some models, Network Function Usage Settingsmust be set to"Enable" instead of "On."
SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD

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Solution ID TAUS1100135EN* **Solution Usage**

Description

The Punch Kit unit only works whenDIP switch 22 is setfor 4 holes.

Solution

CAUSE: The Marketing Area is set incorrectly.

SOLUTION: To change the Marketing Area, perform the following:
1. Enter Service Mode and select System 1.
2. Select Marketing Area and set it to US.
3. Press End.
4. Press Exit.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Workgroup/SSD

Solution ID TAUS1100185EN* **Solution Usage**

Description

The "Proof Copy" key does not provide a preview on the LCD and prints immediately.

Solution

CAUSE:The HD-510 is missing, failed or not set to installed in system 2, option.

SOLUTION: Check if the Hard Disk is installed. If the HD-510 is installed, reseat connectionsCN2002, CN2001 and CN2302 on the OACB.If the problem persists, replace the HD-510 (Item# A0P7WY1) .

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS1100251EN* **Solution Usage**

Description

Why is the default Enlarge Display Settings buttongreyed out in screen 2/2 of the Accessibility mode?

Solution

The Enlarge Display buttonwas notpressed prior to using the Accessibility mode. To access the default Enlarge Display Settings, please perform the following:
1. Press the Enlarge Display button.
2. Press the Accessibility button and go to screen 2/2. The default Enlarge Display Settings button is no longer grayed out.

Note : The Enlarge Display screen will reset to the normal copier user screen after the time set in the Admin mode under System Settings/Reset Settings.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Workgroup/SSD

Solution ID TAUS1100362EN* **Solution Usage**

Description

DF-614,8.5x14 originals are detected as 11x17.

Solution

CAUSE:The original size sensors need to be adjusteddue to angle of incident of external light.

SOLUTION: To adjust original size sensors:

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1. Enter Service Mode.
2. Select ADF and Original Size Adj.
3. Set the DF Guides to 8.5x11 and press Start key. The result is OK.
4. Set the DF Guides to 5.5x8.5 press Start key.The result is OK.
5. Exit Service Mode.

Note :If the above procedure does not resolved the problem, perform a sensor checkon the DF to determine if the sensors work correctly. Replace parts as needed.Please refer to attached documentation for more detail. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD

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Solution ID TAUS0702888EN* **Solution Usage** 1

Description

How to print to a printer on a Microsoft® Windows XP PC from a Macintosh® running OS version 10.4.x.

Solution

Please perfrom the step-by-step procedure mentioned in the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702890EN* **Solution Usage**

Description

Printing to a Windows Samba shared printer from a Macintosh®.

Solution

Please perfrom the step-by-step procedure mentioned in the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

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